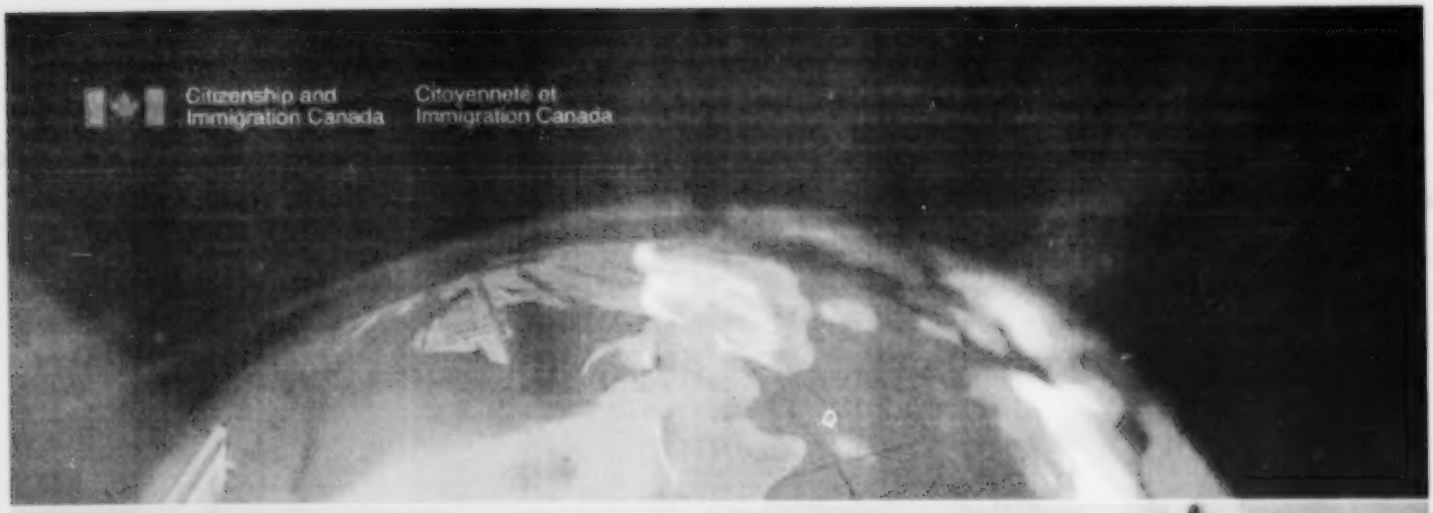

Citizenship and Immigration Canada
Citoyenneté et Immigration Canada

ANNUAL REPORT ON THE OPERATION OF The Canadian Multiculturalism Act | 2008 2009

PROMOTING INTEGRATION

Canada

Mathieu Da Costa Challenge
National Writing and Artwork Contest
2009 Winner: 9 to 12 years of age category

ADITYA MOHAN

Title: Mathieu Da Costa
John Young Elementary School
Ottawa, Ontario

A painting featuring Mathieu Da Costa (centre) acting as an intermediary between an Aboriginal man standing by a lake in front of a mountain range and a French settler standing in front of a ship. The left side of the painting features the Canadian flag while the right side features the flag of France.

This Citizenship and Immigration Canada publication constitutes a report to Parliament on the implementation of the *Canadian Multiculturalism Act* in federal institutions.

Any explanation of the Act's provisions is meant for clarification and should not be taken as legal interpretations of the Act.

This report is available in alternative media formats upon request.

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FOREWORD BY THE MINISTER

Last fall, I took great pride in unveiling a new citizenship study guide - *Discover Canada: The Rights and Responsibilities of Citizenship*. *Discover Canada* includes a stronger, broader focus on Canada' values, history, and symbols, including our core values of freedom, democracy, human rights, and the rule of law.

This new guide reflects our government's unity-in-diversity approach to multiculturalism. We want to promote civic literacy and engagement among newcomers and Canadian citizens alike.

We have implemented three new policy objectives to enhance the Multiculturalism Program. These objectives demonstrate our commitment to building an integrated socially cohesive society; making institutions more responsive to the needs of Canada's diverse population; and engaging in international discussions on multiculturalism and diversity.

We have come a long way over the past year. For example, last June the Government of Canada joined 26 other countries as a full member of the Task Force for International Cooperation on Holocaust Education, Remembrance, and Research (ITF).

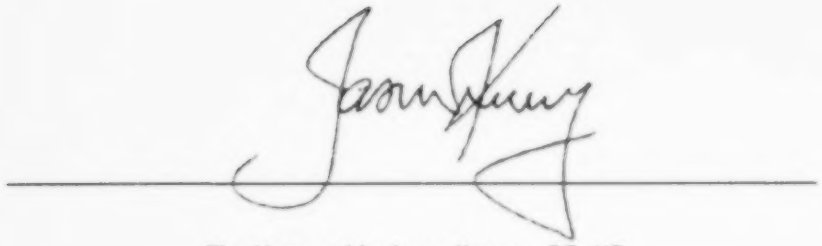
Last year, our government also launched the Paul Yuzyk Award for Multiculturalism, commemorating the late Senator's pioneering legacy in multiculturalism, diversity and pluralism. In June, I was delighted to present John Yaremko with the

Lifetime Achievement Award for his strong advocacy of education, human rights and multiculturalism, as well as his philanthropic activities.

We have also invested in several ground-breaking projects, one of which I am particularly proud of. The Somali-Jewish Canadian Mentorship Project will provide young Canadians of Somali origin, typically refugees or their children, with an opportunity to find internships in Jewish-owned businesses and professions so they can meet and interact with people from other communities, while pursuing new opportunities for economic integration. We hope to continue this effort into the future and deliver similar cross-cultural projects across the country.

These achievements and other initiatives are outlined in the pages ahead, as are the wide-ranging and innovative ways in which federal departments, agencies and Crown corporations have worked together over the past year to meet their responsibilities under the *Canadian Multiculturalism Act*.

I am looking forward to continuing to work together, and by doing so, I am certain that we will meet our objectives and ensure that our society remains a place where Canadians of all origins and backgrounds have an equal opportunity to contribute and succeed.



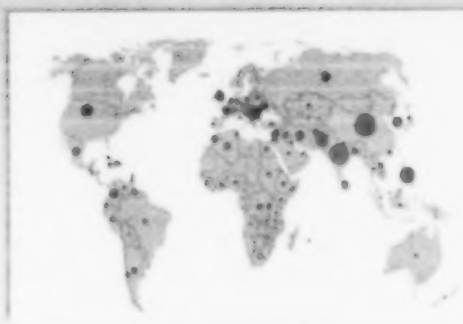
The Honourable Jason Kenney, PC, MP

Minister of Citizenship, Immigration and Multiculturalism

INTRODUCTION

Canada's immigration policies continue to change the social fabric of our country. Today, Canada welcomes approximately 250,000 new permanent residents each year from around the world. Evidence of the increasing diversity of the Canadian population is illustrated by the top ten places of birth of immigrants to Canada from 2001 to 2006.

Birthplaces of Immigrants to Canada 2001-2006*



Top Ten Places of Birth

155,105	People's Republic of China
129,140	India
77,880	Philippines
57,630	Pakistan
38,770	United States of America
35,450	South Korea
28,080	Romania
27,600	Iran
25,655	United Kingdom
25,310	Colombia

* Source: Canadian Population Census 2006, Statistics Canada.

The 2006 census revealed that people from more than 200 ethnic origins make Canada their home, with visible minorities accounting for 16.2 percent of the total population, rising from 11.2 percent in 1996. These changing demographics demonstrate a significant recent growth in the country's ethnic and religious diversity, a trend that will continue for the foreseeable future.

The Government of Canada is committed to helping new and established Canadians succeed and build together a strong, socially integrated society within a framework of shared values, citizenship, civic pride and memory. The *Canadian Multiculturalism Act*, which includes the Multiculturalism Policy of Canada, provides a legal policy framework to guide federal responsibilities and activities with regard to the advancement of multiculturalism in Canada.

Accordingly, the *Canadian Multiculturalism Act*:

- Reaffirms multiculturalism as a fundamental value of Canadian society;
- Encourages federal institutions to uphold longstanding values of respect, fairness and equality of opportunity with respect to members of diverse groups;
- Helps protect the rights of all Canadians, foster the full participation of all members of society, celebrate Canada's diverse heritage, and recognize the vast contributions of all Canadians

regardless of their ethnic, cultural, religious and linguistic background; and

- Encourages federal institutions to carry out their activities in a manner that is sensitive and responsive to the multicultural reality of Canada.

Each year, the Minister Responsible for Multiculturalism is required to table a report in Parliament detailing the activities and achievements of the Canadian government and federal institutions in implementing the *Canadian Multiculturalism Act*.

The 2008-2009 Annual Report on the Operation of the *Canadian Multiculturalism Act* marks the 21st year this report has been tabled in Parliament.

When the Honourable Jason Kenney was appointed Minister of Citizenship, Immigration and Multiculturalism in the fall of 2008, the Multiculturalism Program was transferred from the Department of Canadian Heritage to Citizenship and Immigration Canada (CIC). This transfer allows for greater coordination between the government's programs for the short-term and long-term integration of newcomers and the development of an integrated, socially cohesive society for all Canadians.

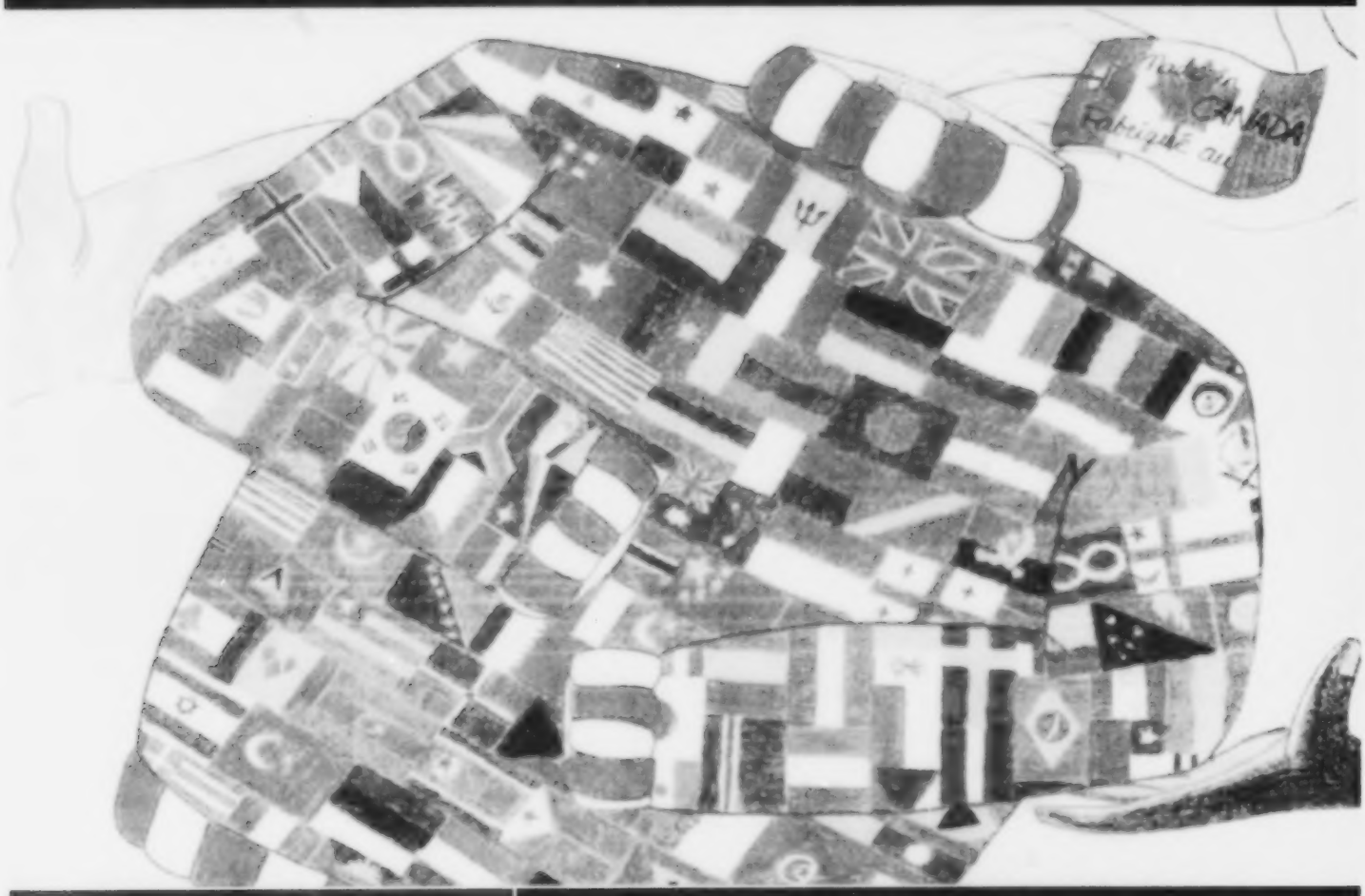
This year's annual report highlights the activities carried out by the CIC Multiculturalism Program, and the activities, challenges and successes of more than 120 federal institutions between April 1, 2008, and March 31, 2009.

The report is divided into two sections. Part One highlights the key achievements of CIC's Multiculturalism Program. The Multiculturalism Program promotes the full and equitable participation of individuals and communities of all origins in the continuing evolution and shaping of all aspects of Canadian society, and helps identify and eliminate barriers to that participation. The new policy objectives of the Multiculturalism Program are also outlined in this section.

Part Two shifts the focus to other federal institutions, and the opportunities and challenges they faced in 2008-2009 while meeting their obligations under the Act. These obligations include ensuring that Canadians of all origins have an equal opportunity for employment and advancement in their respective institution; promoting policies, programs, services and practices that enhance understanding of, and respect for, the growing diversity of Canadian society; and carrying out activities in a way that is sensitive and responsive to Canada's multicultural reality.

This year, 122 federal institutions provided submissions for the report. The size and scope of the institutions range from large federal departments such as Human Resources and Skills Development Canada with 28,000 employees, to smaller institutions such as the Cape Breton Development Corporation with 15 employees. While space would not allow for a full account of the submissions received from all federal institutions, a detailed list of institutions that provided submissions can be found on page 59.

PART I THE MULTICULTURALISM PROGRAM 2008-2009



Mathieu Da Costa Challenge
National Writing and Artwork Contest

2009 Winner: 13 to 15 years of age category

PHOEBE XINYI CHANG
Title: *Made in Canada*
Sir Winston Churchill High School
Calgary, Alberta

Pencil crayon and crayon drawing depicting three hands all reaching for a sweater. The sweater is made of colourful flags representing various countries. A tag labelled "Made in / Fabriqué au Canada" is attached to the sweater.

INTRODUCTION

Diversity is one of our greatest strengths – the contributions of Canadians and newcomers of all religions, ethnicities and cultures have made Canada the country that it is today. In 2008-2009, CIC's Multiculturalism Program promoted the full and equitable participation of individuals and communities in Canadian society by supporting initiatives that identify and remove barriers to that participation, foster intercultural understanding and promote Canadian values at home and abroad.

This section highlights the key achievements of the Multiculturalism Program. Activities during the 2008-2009 fiscal year are organized under three broad themes:

1. *Promoting Economic, Social and Cultural Integration*: The Multiculturalism Program assists in promoting intercultural understanding through public education and outreach initiatives, historical recognition programs and Canada's Action Plan Against Racism (CAPAR) and by supporting civil society organizations through the Grants and Contributions Program. Activities range from reaching out to the community through diversity education programs and the Mathieu Da Costa Challenge to anti-discrimination and anti-racism education through the "Racism. Stop It!" National Video Competition and CAPAR.

2. *Supporting Federal Institutions*: A key goal of the *Canadian Multiculturalism Act* is to ensure that the government is both sensitive and responsive to the multicultural reality of Canada. The Multiculturalism Program assists federal and public institutions in their efforts to integrate multiculturalism into the development of their policies, programs and services through various activities, including the Government of Canada's Multiculturalism Champions Network, coordinating the production of results-based reports submitted by federal institutions on the operation of the *Canadian Multiculturalism Act*, and the production and dissemination of multiculturalism research and other products.

3. *Promoting Multiculturalism Abroad*: The activities of the Multiculturalism Program also extend beyond Canada's borders. By participating in international forums such as the Task Force for International Cooperation on Holocaust Education, Remembrance and Research, hosting international delegations, and participating in international policy dialogues and research initiatives, Canada is able to learn from and contribute to international policy dialogue on diversity.

INTRODUCTION

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1. PROMOTING ECONOMIC, SOCIAL AND CULTURAL INTEGRATION

Public Education and Outreach

The public education and outreach activities of the Multiculturalism Program include initiatives that raise awareness of and inform public discourse on multiculturalism. In collaboration with public and private partners in the educational sector as well as community groups, the Program produces and disseminates educational materials and organizes events geared toward combating racism and strengthening cross-cultural understanding. It engages youth through activities such as the "Racism. Stop It!" National Video Competition and the Mathieu Da Costa Challenge. It also reaches out to the general public through culturally diverse and inclusive initiatives, such as Black History Month, Asian Heritage Month, and the newly created Paul Yuzyk Award for Multiculturalism.

Some highlights of the outreach and promotion activities carried out in 2008-2009 include the following initiatives.

Paul Yuzyk Award for Multiculturalism

Born near Estevan, Saskatchewan, in 1913 of Ukrainian immigrant parents, Paul Yuzyk was a member of the Canadian Senate from 1963 to 1986. During this time, Senator Yuzyk was a key figure in telling the story of Canadians of Ukrainian origin and in encouraging Canadians to learn about all the cultures that make up this country. In a speech to the Senate, Mr. Yuzyk suggested that Canada's future depended not only on the exploitation of natural resources, but on the proper development of its human resources. According to Mr. Yuzyk, Canada could succeed in building a strong nation through adherence to the principles of freedom, democracy, the rule of law, human rights and the Canadian tradition that he described as "unity in diversity."

Mr. Yarko Antonevych, bandurist performing at the launch of the Paul Yuzyk Award for Multiculturalism. Photo courtesy of Citizenship and Immigration Canada.

The newly created **Paul Yuzyk Award for Multiculturalism** commemorates the late Senator Yuzyk's pioneering legacy in recognizing multiculturalism as one of the fundamental characteristics of Canadian heritage and identity. The award will be presented each year to an individual or an organization that has demonstrated excellence in promoting multiculturalism, either through lifetime or outstanding achievement. The Lifetime Achievement Award honours an individual who has demonstrated lifelong dedication to promoting a strong multicultural society in Canada. The Outstanding Achievement Award recognizes an individual or a group that has made a significant contribution to Canadian multiculturalism within the last five years.

The first award was presented by CIC's Multiculturalism Program to John Yaremko in the Lifetime Achievement category in June 2009. Nominations for the 2009-2010 Paul Yuzyk Award for Multiculturalism will be accepted until March 1, 2010.

Find out more at www.cic.gc.ca/paulyuzyk.

"... with the setting up of other ethnic groups, which now make up almost a third of the population, Canada has become multicultural in fact ... In keeping with the ideals of democracy and the spirit of Confederation, Canada should accept and guarantee the principle of the partnership of all peoples who have contributed to her development and progress ..."

Paul Yuzyk, Speech to the Senate of Canada, 1964

Mathieu Da Costa Challenge: National Writing and Artwork Contest

Launched in 1996, the **Mathieu Da Costa Challenge: National Writing and Artwork Contest** (MDC) encourages youth to discover how diversity has shaped Canada's history and the important role that multiculturalism plays in Canadian society.

Mathieu Da Costa was a navigator and an interpreter of African descent who travelled extensively throughout the Atlantic Ocean in the late 1500s and early 1600s. His interpreting skills were integral to bridging the cultural and linguistic gap between early French explorers and the Mi'kmaq people.

The Mathieu Da Costa Challenge seeks to engage youth aged 9 to 18 in strengthening national identity by recognizing and celebrating outstanding Canadians of diverse origins. It also aims to increase their awareness and knowledge of the important role that multiculturalism plays in Canadian society.

To reach as many youth as possible, the Multiculturalism Program used social media tools, such as *Facebook*. Interested youth only needed to look for Le Défi/The Mathieu Da Costa Challenge on *Facebook* to join the group.

The Multiculturalism Program's 2008-2009 outreach activities resulted in more than 500 entries from youth across Canada. The 2009 MDC award ceremony was held at the Manitoba Theatre for Young People in Winnipeg where more than 200 youth gathered to celebrate the winners.

A new award category, the **Public Choice Award**, was added this year. The top preselected entries

were posted on the Mathieu Da Costa WordPress page for one week, allowing the public to vote for their favourite entry.

The success of the 2009 Challenge is partly due to collaboration with the Multiculturalism Program partners, including the Parks Canada Agency, the Canadian Library Association and the Historica Foundation of Canada.

Find out more at www.mathieudacosta.gc.ca.

"Racism. Stop It!" National Video Competition

The **"Racism. Stop It!" National Video Competition** is part of Canada's March 21 campaign against racial discrimination. March 21 was designated by the United Nations as the International Day for the Elimination of Racial Discrimination. It is a day observed all around the world to focus attention on the problems of racism and the need to promote racial harmony.

The competition encourages youth aged 12 to 20 to create a video that expresses their thoughts on eliminating racism.

The 2008-2009 competition was highly successful. Fifteen anti-racism workshops designed for educators and youth were held in partnership with the National Film Board of Canada. This year's outreach activities to promote participation in the national contest also included new social media tools, such as *Facebook*. The *Facebook* page is accessible by searching for **Racism. Stop It! - Mettons fin au racisme!**

As a result, more than 1,200 youth participated in the National Video Competition, resulting in 340 video entries from across Canada. This represents the second highest participation rate since the competition began in 1996.

A new award category, the **Public Choice Award**, was established this year. The top preselected videos were posted on the National Video Competition

2009 winners of the "Racism. Stop It!" National Video Competition with Vancouver 2010 Olympic Games' official mascots Sumi, Miga and Quatchi. Photo courtesy of Citizenship and Immigration Canada.

Cavelle-Nell Romeo, Master of Ceremonies for the 2009 "Racism. Stop It!" National Video Competition. Photo courtesy of Citizenship and Immigration Canada.

YouTube Channel (www.youtube.com/march-21mars) for one week to allow the public to vote for their favourite video. The contest was a success based on the high number of total views and votes. For example, the winning team, *Une seule race : l'humanité*, garnered over 4,800 views, 252 votes and four out of five stars. By making announcements and sending messages through as many networks as possible, the winning team received resounding support from their school, school board, local businesses and community at large for their video. All videos since 2000 can now be viewed on this *YouTube* channel.

The winners of the competition were awarded an all-expenses-paid trip to the National Capital Region, including engaging educational activities such as a scavenger hunt in downtown Ottawa, a multicultural dinner and participation in the award ceremony. The scavenger hunt allows participants to discover landmarks in Ottawa on foot while being guided by key questions whose answers would provide hints to the next location. The winners were given the opportunity to discuss the importance of expression through video and art with a few videographers while attending workshops on break dancing and the spoken word. The 10 winning videos were edited into 30-second public service announcements that were broadcast on CBC/Radio-Canada. The winning schools received a digital camcorder.

The video competition was made possible through ongoing collaboration with Multiculturalism Program partners, such as CBC/Radio-Canada, Panasonic Canada Inc., the National Film Board of Canada, the Canadian Museum of Civilization and Les Suites Hotel Ottawa.

For more information, please visit www.march21.gc.ca.

"... The whole group conversation in the morning provided insight for students of all races and for me as a teacher. I think a lot of positive healthy communication took place. It was a good forum and an avenue to explore some feelings the students were harbouring. I wish more students could have participated; the students asked if they could come back at another time, we could have used more time."

Anonymous teacher, 2009 workshop

Black History Month

Black History Month is celebrated every year in February. It commemorates the many achievements and contributions of black Canadians to making Canada the culturally diverse, inclusive and prosperous nation we know today. It is also an opportunity for the majority of Canadians to learn about the experiences of black Canadians in our society and the vital role this community has played throughout our shared history.

In February 2009, a photo exhibit entitled *On the Road North* travelled to Calgary, Edmonton, Moncton and Charlottetown. It told the story of Canada's black communities through the lens of people, places and events recognized as nationally significant to Canada's history. The exhibit was developed by the Parks Canada Agency in collaboration with the Multiculturalism Program. It was also showcased in Halifax from May to September 2009.

On February 4, 2009, a one-day workshop entitled "Planning for Succession: Preserving Black Canadian Museums" took place at the Canadian War Museum in Ottawa. The workshop brought together curators, historians, practitioners and youth from across the country to share creative ideas to preserve and promote black Canadian heritage as an integral component of Canadian identity. The key objective was to facilitate an intergenerational transfer of knowledge between the current custodians and administrators of black Canadian museums and youth so as to develop a cadre of enterprising young managers for these museums in the medium term.

The participants of the succession planning workshop were very satisfied with the outcome of the meeting and pledged to work together and learn from each other. To that end, they exchanged contact information to establish an informal online network of leaders of black Canadian museums.

Find out more at http://www.cic.gc.ca/english/multiculturalism/black/index.asp.

A group of participants present their Vision 2020 board at the Planning for Succession: Preserving Black Canadian Museums workshop. Photo courtesy of Citizenship and Immigration Canada.

Asian Heritage Month

The month of May marks **Asian Heritage Month.** In acknowledgment of the diversity and the long, rich history of Asian Canadians, the Multiculturalism Program develops a series of activities each year with key cultural groups and other partners. The activities provide an opportunity for Canadians across the country to reflect on and celebrate the contributions of Asian Canadians to the growth and prosperity of Canada.

Performance by Bageshree Vaze, Indo-Canadian artist, at the launch of Asian Heritage Month. Photo courtesy of Citizenship and Immigration Canada.

In collaboration with the Ottawa Asian Heritage Month Society, Minister of Citizenship, Immigration and Multiculturalism Jason Kenney hosted a reception on Parliament Hill for approximately 300 invited guests. The regional offices of CIC participated by partnering with Asian-Canadian associations in their areas, including the Keshen Goodman Library in Halifax, and organizing events such as *Many Faces One Voice* in Prince Edward Island and *Roots Soil Blossom Exhibit* in Calgary.

The Multiculturalism Program also hosted youth film screenings at local schools in the National Capital Region. The two movies for this activity were *Sleeping Tigers: The Asahi Baseball Story* directed by Jari Osborne and produced by the National Film Board, and *Just a Little Red Dot* by Mitra Sen from Sandalwood Productions Inc.

Find out more at http://www.cic.gc.ca/english/multiculturalism/asian/index.asp.

Historical Recognition Programs

The Government of Canada works to ensure that Canadians develop a strong sense of their Canadian identity through public engagement and inclusion initiatives, such as the Historical Recognition Programs.

Historical Recognition Programs respond to the Government of Canada's commitment to recognize and commemorate the experiences of ethnocultural communities affected by historical wartime measures or historical immigration restrictions or prohibitions that were applied in Canada, and to educate Canadians in this regard. The Government of Canada believes that these programs, particularly the Chinese Head Tax Initiative, the Community Historical Recognition Program and the National Historical Recognition Program will help to engage the affected communities who have made significant contributions to shaping this country.

Chinese Head Tax Initiative

The year 2009 marked the final year of operation of the Chinese Head Tax Initiative announced by Prime Minister Stephen Harper in June 2006. At that time, the Prime Minister apologized to Chinese-Canadians for the imposition of the Head Tax between 1885 and 1923 on most immigrants from China, and expressed deep sorrow for the virtual ban on all immigration from China between 1923 and 1947. A Head Tax was also imposed on Chinese immigrants to Newfoundland and Labrador between 1906 and 1949.

The apology acknowledged the stigma and hardship caused to the Chinese-Canadian community and recognized that although the Head Tax and subsequent restrictions were legal at the time, they are not in keeping with the values Canadians hold today.

In addition to the apology, the Government of Canada provided symbolic *ex gratia* payments of $20,000 to eligible living Head Tax payers and people who had been in a conjugal relationship with deceased Head Tax payers. In total, 856 applications were received and 785 *ex gratia* payments totaling $15,700,000 were made. Of the 785 payments, 49 were made to Head Tax payers and 736 to people who had been in a conjugal relationship with a now-deceased Head Tax payer.

Find out more at http://www.cic.gc.ca/english/multiculturalism/programs/redress.asp.

James Pon, Head Tax payer, and the Honourable Jason Kenney, Minister of Citizenship, Immigration and Multiculturalism, on the occasion of an announcement for the Chinese community as part of the Community Historical Recognition Program. Photograph by Victor Wong.

"Fire alarm" Cave and Basin, Banff National Park. During the First World War, immigrants from Austria, Hungary, Germany and Ukraine were sent to Banff to work in internment camps. Photo courtesy of Glenbow Museum and Archives.

Community Historical Recognition Program and National Historical Recognition Program

In 2008-2009, the Government of Canada officially launched the Community Historical Recognition Program (CHRP) and the National Historical Recognition Program (NHRP) to help commemorate and educate Canadians, particularly youth, about the historical experiences and contributions of cultural communities affected by wartime measures and immigration restrictions that were applied in Canada.

In May 2008, the CHRP established the Canadian First World War Internment Recognition Fund, a $10 million endowment fund to support projects related to the internment of Ukrainian-Canadians and other communities during the First World War. In June 2008, the CHRP also began accepting funding applications for community-based projects related to other experiences, such as the internment of Italian-Canadians during the Second World War and immigration restrictions imposed on Jewish, Chinese and Indian people. Community-specific advisory committees composed of representatives of affected communities were appointed to provide advice to the Government of Canada on projects received by the CHRP. Under the NHRP, funding was provided to Parks Canada to begin a project related to First World War internment operations on Parks land.

Find out more at http://www.cic.gc.ca/english/multiculturalism/programs/community.asp.

Canada's Action Plan Against Racism

Released on March 21, 2005, *A Canada for All: Canada's Action Plan Against Racism* is a horizontal, coordinated approach to address issues of racism and discrimination across 20 federal departments and agencies. While all the federal departments involved undertook ongoing anti-racism program initiatives over the reporting period, this section highlights only initiatives that received new funding under CAPAR. CIC is responsible for horizontal coordination and reporting among the institutions receiving additional funding.

Activities undertaken in 2008-2009 continued to achieve results in the key areas of workplace discrimination, newcomer integration, hate crime reporting, race-based issues in the justice system and institutional change within public institutions to remove systemic barriers. The following will describe the activities for this reporting period under the new initiatives funded by CIC, Human Resources and Skills Development Canada and the Department of Justice Canada.

Rural community awareness sessions in the Prairies. Photo courtesy of Central Alberta Refugee Effort (CARE) Committee.

Citizenship and Immigration Canada

CIC's 2008-2009 contributions to Canada's Action Plan Against Racism are focused on three initiatives—the *Welcoming Communities Initiative*, the *Nationally Standardized Data Collection on Hate-Motivated Crime Initiative*, and the *Inclusive Institutions Initiative*.

Welcoming Communities Initiative

As part of CIC's settlement program, the *Welcoming Communities Initiative* contributes to Canada's Action Plan Against Racism by supporting the development of more inclusive and welcoming communities for newcomers in Canada. The objectives of the initiative focus on creating connections between newcomers and Canadians, eliminating barriers to integration and reducing racism. A broad range of partners and stakeholders are involved in this initiative, including provinces and territories, municipalities, newcomers to Canada, local service providers, researchers, volunteers, youth and local communities.

In 2008-2009, funding focused on the continuation and expansion of existing projects that witnessed an increase in demand for tools and services. The projects aimed to achieve the following:

- **Provide information and tools** for use in combating racism and discrimination, such as the Intercultural Association of Greater Victoria "Small Centres" tool kit project, which was presented to 14 new communities. The tool kit is available at http://www.icavictoria.org/community/toolbox-ideas-0.
- **Offer training and awareness building** on the importance of addressing racism and discrimination in various spaces, such as the *Integrating Anti-Racism into Settlement Work* project of the Halifax Immigrant Learning Centre and the British Columbia Anti-Racism and Multiculturalism Program.
- **Encourage** interaction between different community groups through special events such as the Diversity Basketball Tournament with the Peel Regional Police of Ontario.
- **Engage youth** in settlement issues, cross-cultural understanding, leadership training and mentoring, such as the Peace Ambassadors Initiative by the Northern Alberta Alliance on Race Relations. Find out more about the initiative at http://www.naarr.org/index.php?option=com_content&task=view&id=47&Itemid=62.

A number of new national projects were also funded, including:

- The **DiverseCity onBoard** campaign of the Maytree Foundation—to encourage and support the inclusion of visible and ethnic minorities on various agencies, boards and commissions. Find out more about the initiative at http://www.maytree.com/divcity/onboard.
- The **Welcome Here** project of the Canadian Association of Family Resource Programs—to increase the participation of immigrant parents in community-based programs where they gain knowledge about Canadian life, form new and supportive peer relationships and have opportunities to contribute in meaningful ways to their communities. Find out more about the initiative at http://www.welcome-here.ca/index.cfm.
- The **Settling into Schools** video package by Pink Dog Productions—to produce and share messages of tolerance to Canadian youth through an educational video created by youth to celebrate diversity in schools.

These projects allowed for 350 members of visible minority and immigrant communities to be screened and recruited as civic leaders, and made possible the "Welcome Here" website for immigrant parents and community agencies; three 30-second public service announcements; online messages created by youth posted on *YouTube*; and a curriculum plan for high school and junior high teachers.

April 2008 Peel Regional Police Diversity Cup Tournament. Photo courtesy of the Peel Regional Police.

Nationally Standardized Data Collection on Hate-Motivated Crime Initiative

The *Nationally Standardized Data Collection on Hate-Motivated Crime Initiative* is delivered by CIC's Multiculturalism Program in partnership with Statistics Canada's Canadian Centre for Justice Statistics. The initiative continued to promote and increase standardized reporting and monitoring of hate crimes by Canada's police forces.

In 2008-2009, on-site training was provided to 17 police services, one RCMP office and a First Nations municipal police service. Two regional workshops were held in Ontario and Alberta.

The Canadian Centre for Justice Statistics collected hate-motivated crime data from 2007 covering close to 90 percent of the Canadian population and released its report *Police-Reported Hate Crime in Canada 2007* in May 2009. To date, the report has been downloaded over 1,400 times. As in the 2006 data, the report indicates that the main victims of hate crimes are Blacks and people

of the Jewish faith. The report is available at http://www.statcan.gc.ca/daily-quotidien/090513/dq090513c-eng.htm.

Inclusive Institutions Initiative

The *Inclusive Institutions Initiative* provided matching funds to federal institutions to develop tools to support the elimination of systemic barriers and to respond to cultural diversity. Fiscal 2008-2009 marked the final year of this initiative. Projects undertaken over the life of the initiative include research to increase the knowledge of and responses to Canadian ethnocultural communities across the government, various projects to enhance the cultural competency within the corrections system, and a pilot project to address homelessness among newcomer women.

Human Resources and Skills Development Canada

The *Racism-Free Workplace Strategy* continues to develop and expand workplace tools and to build partnerships between employers, labour, community organizations, visible minorities and Aboriginal peoples. In doing so, the initiative aims to raise awareness of the strategy, engage partners in supporting racism-free workplaces and improve the recruitment, retention and participation rate of visible minorities and Aboriginal peoples.

In 2008-2009, the initiative continued to build partnerships to share information and expertise. New relationships were formed with the Canadian Labour Congress, the Canadian Coalition of Municipalities Against Racism and Discrimination, and the Canadian Human Rights Commission.

The regional racism prevention officers delivered activities through educational and networking sessions with employers and other stakeholders. *Break the Barriers* sessions were held in Calgary, Montréal, Winnipeg, Toronto and Vancouver. These sessions provided solutions to workplace barriers for Aboriginal peoples and visible minorities.

In collaboration with the Aboriginal Human Resource Council, the *Racism-Free Workplace Strategy* held Mastering Aboriginal Inclusion sessions on discrimination encountered by Aboriginal peoples in the work force. These sessions, held in Toronto, Winnipeg and Vancouver, were attended by employers under the jurisdiction of the Legislated Employment Equity Program and those under the Federal Contractors Program. Find out more about the sessions at http://www.aboriginalhr.ca/en/programs/MAI.

Department of Justice Canada

The Department of Justice Canada's contributions to Canada's Action Plan Against Racism are focused on three themes: Race-Based Issues in the Justice System, Interventions for the Victims and Perpetrators of Hate Crimes, and Countering Internet-Based Hate Crimes.

The African Canadian Legal Clinic received funding for its *Anti-Black Hate Crimes Awareness and Education Project*. This project aims to increase awareness of issues related to anti-Black hate crimes and helps to address race-based issues within the justice system. The project held a forum to raise awareness and develop strategies to combat anti-Black hate crimes. The organization will build on this forum to develop an anti-Black

hate crimes manual to assist African-Canadian victims in responding to hate crimes and to educate police, prosecutors, lawyers, educational institutions and community advocates on the specific needs and concerns of African-Canadian victims and their communities.

The Department also worked in 2008-2009 on the development of a number of programs to be delivered in 2009-2010. The projects developed include the *Aboriginal Justice Education Project* to support the participation of Aboriginal peoples on juries; a symposium to share information on the over-representation of Aboriginal peoples in the justice system; and training sessions for youth workers and student success teachers to promote understanding of the justice system through curriculum links. Find out more about the *Aboriginal Justice Education Project* at http://www.justice.gc.ca/eng/news-nouv/nr-cp/2009/doc_32354.html.

Multiculturalism Grants and Contributions Program

The Multiculturalism Program provides financial assistance (grants and contributions) to not-for-profit organizations and individuals through project funding that facilitates and strengthens support for economic, social and cultural integration into Canada. These projects address issues affecting ethnocultural communities with the goal of fostering increased participation in society while addressing issues such as discrimination and racism. In 2008-2009, the Multiculturalism Program provided over $4.5 million in new funding to 36 civil society organizations, including not-for-profit organizations, local governments, post-secondary institutions and museums to address the specific needs of local communities in a number of diverse regions across Canada. The following are some examples of new and ongoing programming funded by the Multiculturalism Program in 2008-2009.

Dalhousie University's Atlantic Centre of Excellence for Women's Health

Atlantic Region

The Atlantic Summer Institute for Healthy and Safe Communities, a symposium project of Dalhousie University's Atlantic Centre of Excellence for Women's Health, funded a project called *Bridging Differences: Learning Together for a Healthier and Safer Atlantic Canada*. The project's goal was to develop strategies for the inclusion and meaningful participation of diverse communities in the fields of health promotion and crime prevention in Atlantic Canada.

The participants and community partners had a better understanding of the barriers to the full civic participation of ethnocultural minority communities and a concrete strategic model to work toward eliminating these barriers.

The Institute's project committee included representatives from all four Atlantic provinces. Other partners included organizations and agencies representative of the sectors engaged in health promotion and crime prevention in the region.

The project researched current approaches and information on the most effective models to help organizations reach minority communities. Their increased knowledge enabled them to develop tools for effective cross-cultural learning as well as a strategic model for inclusion. This model was originally presented at the 2007 Summer Institute of the University of Prince Edward Island and subsequently tested and evaluated at the university's 2008 Summer Institute.

As a result of this project, participants and community partners had a better understanding of the barriers to the full civic participation of ethnocultural minority communities and a concrete strategic model for eliminating these barriers.

The Multiculturalism Program contributed $24,000 to this 14-month project.

Find out more about Dalhousie University's Atlantic Centre of Excellence for Women's Health at http://www.acewh.dal.ca.

Da Costa 400: Black Canadian Heritage (1605-2005) Society

Nova Scotia

Breaking the Barrier, a project of Da Costa 400: Black Canadian Heritage (1605-2005) Society, was completed in 2008. The goal of the project was to address the historic underrepresentation of African-Canadians in Canadian culture.

To provide diversity clinics, on-ice clinics and public education events, the Society partnered with Hockey Nova Scotia, the Black Community Enhancement Association of Truro and the Cape Breton University Human Rights Office.

The project commemorated the 50th anniversary of the breaking of the colour barrier in the National Hockey League. The target audiences were youth, coaches, league officials, parents and the general public.

Workshop participants learned about the barriers that exist for visible minorities, First Nations and other ethnocultural youth in the sport of hockey. In the future, Hockey Nova Scotia plans to develop and implement strategies to facilitate the full active participation of culturally diverse groups.

Workshop participants learned about the barriers that exist for visible minorities, First Nations and other ethnocultural youth in the sport of hockey.

With the success of the *Breaking the Barrier* project, Hockey Canada initiated a Dreams Come True program to pay for the registration and gear for 60 underprivileged youth in Halifax and Truro minor hockey associations for the 2008-2009 season. Hockey Nova Scotia paid for the costs for 10 underprivileged youth in Cape Breton.

The Multiculturalism Program contributed $21,150 to this initiative over three months in partnership with Hockey Nova Scotia, the Black Community Enhancement Association of Truro and the Cape Breton University Human Rights Office.

Find out more at http://www.dacosta400.ca/registry/nsreg.shtml.

Bureau de la communauté haïtienne de Montréal

Montréal, Quebec

The *Bureau de la communauté haïtienne de Montréal* is a not-for-profit organization that has been serving the community for the past 30 years. Open to all, the organization has a dynamic outlook and develops close ties with numerous partners throughout the Montréal area to provide better support to those wanting to fully exercise their citizenship.

Canada's Haitian community has an estimated 130,000 members. Nearly 90 percent of them live primarily in Quebec, more specifically Montréal (83 percent). Nearly two out of five members of the community were born in Quebec. A variety of factors contribute to issues of exclusion and delinquency among the community's teens and young adults, including high unemployment and school drop-out rates. According to one study, youth of Haitian origin are overrepresented at the first point of contact in the youth protection system. In addition, the 2001 census showed that 70 percent of women in Montréal's Haitian community did not live with a partner.

Based on the issues and needs identified, the organization began a project that targeted teens, young adults and parents in the Haitian community who are dealing with issues of exclusion, delinquency and violence.

A variety of concrete activities took place, with the involvement of over 20 participants who were committed from the start of the project design. With the voluntary contribution of professionals from various fields, businesses and sector agencies, 30 young people aged 13 to 17 and young adults aged 18 to 25 took part in initiatives geared toward civic participation (two leadership camps), academic support, workplace visits, mentoring and training. About 20 parents also took part in the target activities. Parents were able to acquire knowledge to strengthen their parenting skills and better support and coach their children in the process of integrating into society.

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Over the course of the two-year project, the young participants and parents benefited from a structured, supervised approach that enabled them to increase their ability to combat social and economic exclusion. Lasting ties were established between the young people and representatives of various occupational and civic participation settings. Through their involvement in the project, a number of young people from visible minorities

were able to use the knowledge and experience they acquired to help their communities.

The Multiculturalism Program contributed $71,932 to this initiative in partnership with Quebec's Department of Immigration and Cultural Communities and Emploi-Québec.

Find out more about the *Bureau de la communauté haïtienne de Montréal* at http://www.aihc.ca/CCRI/bchm.html.

Centre RIRE 2000

Québec, Quebec

Centre RIRE 2000 has been working in the Québec area since 1996. The not-for-profit organization's mission is to support young people and adults from cultural communities who are experiencing difficulty in school or academic endeavours or in their socio-economic integration into Quebec and Canadian societies.

Centre RIRE 2000 and its partners developed a project entitled *Pour l'intégration de mon collègue immigrant, je m'implique* [*To help my immigrant colleague integrate, I want to get involved*] designed to introduce a diversity self-management strategy. *Centre RIRE 2000* held working sessions with staff at each of the six participating businesses, including an information session highlighting the benefits of multiculturalism and the creation of work committees involving 78 employees who worked directly on developing a newcomer's guide to the workplace. The guide was developed by and for the staff at the six partner businesses in order to attract and retain immigrant workers and make their integration process a smooth one.

One of the most striking results of the project was the fact that, despite the current economic recession, the hiring of immigrant workers increased an average of 6 percent in six months. Furthermore, involved staff became more aware of the importance of facilitating the reception and integration of immigrants into the workplace. Lastly, other businesses decided to adapt their reception policies to ensure that in the future, they would follow the project example and encourage all staff to get involved and use the newcomer's guide to the workplace as a promotional tool in their recruitment campaigns in other countries.

One of the most striking results of the project was the fact that, despite the current economic recession, the hiring of immigrant workers increased an average of 6 percent in six months.

The Multiculturalism Program contributed $24,500 to this initiative over 30 months in partnership with the Quebec government, the City of Québec and the businesses that took part in the project.

Find out more about *Centre RIRE 2000* at http://www.r2000.qc.ca.

Hispanic Development Council

Toronto, Ontario

The Hispanic Development Council is a well-established not-for-profit community-based organization that works with Latin American communities to facilitate their full participation in Canadian society. Formed in 1978, it provides innovative solution-focused programs targeted at at-risk youth. It has strong partnerships with other key community organizations working with youth, as well as with local law enforcement, including the Toronto Police.

Poor academic performance, poverty and unemployment have been identified as contributing factors to youth marginalization and detachment.

The Latin American community in Canada increased by nearly 40 percent between 2001 and 2006, and nearly one-third of community members are youth aged 15 to 29 years. A recent study shows that nearly half of Toronto high school students from Latin American countries are at risk of dropping out. Poor academic performance, poverty and unemployment have been identified as contributing factors to youth marginalization and detachment, which often manifest through involvement in gangs.

Huellas-Footprints: This multimedia, culture, identity and arts, violence integration/prevention project for Latin American youth in Toronto is an initiative that enables more than a thousand at-risk youth to participate in a 24-month multistage group mentoring initiative and multimedia documentary with peers, teachers and professional artists. Through this initiative, targeted youth will gain skills and knowledge to be effective participants in Canadian society. The project is helping to prevent gang involvement, youth-led violence, school alienation and youth unemployment.

Currently in its first year, the project has established mentoring relationships between youth and professional artists and engaged youth in peer-to-peer sessions. Youth are also beginning work on a multimedia documentary. The initiative encourages youth-led actions where youth work on selected multimedia projects while learning skills for civic participation with the help of teachers from local high schools. The final stage of this project will engage youth in sharing their multimedia art projects with a larger audience, including their peers and parents. The participating youth are expected to become mentors themselves, providing positive leadership for the well-being of the community.

In the future, the documentary and other media projects produced will be used as educational tools to be shared with the Toronto Catholic District School Board, other youth-serving community organizations, including Toronto neighbourhood centres, and public institutions such as the Toronto Police Service. This will enable other youth to benefit from the products of this project and possibly inspire them to engage in projects like this one.

The initiative encourages youth-led actions where youth work on selected multimedia projects while learning skills for civic participation with the help of teachers from local high schools.

The participating youth are expected to become mentors themselves, providing positive leadership for the well-being of the community.

The Multiculturalism Program contributed $94,398 to this initiative over 30 months in partnership with the Youth Challenge Fund.

Find out more about the Hispanic Development Council at http://www.hispaniccouncil.net/.

London Regional Children's Museum

London, Ontario

As the first children's museum in Canada, the London Regional Children's Museum has more than 30 years of experience in providing hands-on learning opportunities for children and their families. The museum provides curriculum-based programs for school groups from four local public and separate school boards and a number of private schools, and has more than 100,000 visitors a year.

In November 2007, a racially motivated swarming incident involving students from a London elementary school prompted the school and other educational institutions to look at introducing anti-racism educational activities (*London Free Press*, December 6, 2007). This incident was not an isolated case, as shown by a recent report on hate crime and bias activity in London. This report and the City of London's 2006 *Community Action Plan* both identified the lack of educational programs on diversity as one cause of hate crimes. Preventive diversity education programs for young children were identified as a key strategy for building cross-cultural awareness.

The London Regional Children's Museum introduced the initiative *Reflecting Diversity in Children's Museum Exhibits, Programs and Organizational Development* to increase cross-cultural understanding and engage children and their families in addressing racism and discrimination, while also ensuring the museum's ongoing responsiveness to diversity in the community. In 2008-2009, this initiative reached approximately 300,000 people, including more than 45,000 students.

Currently in its second year, the project continues to develop formal partnerships with diverse community organizations and has signed three partnership agreements. The initiative is encouraging dialogue with ethnocultural communities through community outreach in order to integrate diverse perspectives. The initiative is also consulting with diverse communities to conduct an organizational assessment and develop effective diversity policies

and strategies, including a diversity media relations plan.

The project is also piloting public programs and exhibits for families and children that encourage Canadians to learn about all cultures that make up this country. The exhibits are expected to engage 50,000 visitors in six months. In the future, the museum will also pilot 30 school program sessions for 600 participating primary and junior students to address issues of racism and discrimination. These exhibits and program pilots will be shared with museums and science centres across Canada.

The Multiculturalism Program contributed $86,775 to this initiative over 30 months in partnership with the City of London's Heritage Council and Ontario's Community Builders.

Find out more about the London Regional Children's Museum at http://www.londonchildrensmuseum.ca.

Newcomers Employment and Education Development Services (NEEDS) Inc.

Winnipeg, Manitoba

Newcomers Employment and Education Development Services (NEEDS) Inc. was established in 1999 to provide accessible services and support to immigrant and refugee youth and their families. The ultimate goal is to enhance the integration of immigrant and refugee youth into Canadian society by providing employment, education and social programs to develop life skills.

Youth played an important role in identifying the need for this initiative. In September 2000, war-affected young people from 25 countries around the world gathered at an international conference in Winnipeg to discuss their experiences and the barriers they faced. They reported feelings of isolation, disconnection, fear and loneliness.

NEEDS developed a four-year project entitled *Best Practice Model in Working with War-Affected Children and Youth* to address these issues. Through this project, immigrant children and youth who were affected by war prior to immigration were supported in order to facilitate their successful growth and integration into Winnipeg.

The Best Practice Model was the first project of its kind to collect and analyse information about the integration experiences of war-affected youth in Winnipeg. The research included 150 interviews with war-affected youth aged 5 to 18, interviews with 184 parents, and a literature review of previous research on the adaptation experiences of war-affected immigrant children and youth. The project also collected demographic information on war-affected families in Winnipeg, including their average annual income, family status, educational attainment and living conditions as experienced prior to arriving in Canada. Finally, the organization piloted creative play therapy programs and held both individual and group sessions.

The Best Practice Model was the first project of its kind to collect and analyse information about the integration experiences of war-affected youth in Winnipeg.

The formal evaluation of the project included policy recommendations for the smoother adaptation and integration of immigrant and refugee youth. The practices and the research model developed in this project are transferable to other communities.

The Multiculturalism Program contributed $200,000 to this project over three years in partnership with the Winnipeg Foundation.

Find out more about NEEDS at http://needs.imd.miupdate.com.

City of Coquitlam

Coquitlam, British Columbia

The city of Coquitlam, part of the greater Vancouver area, undertook a multi-year institutional development initiative from 2007 to 2009 aimed at ensuring that the city is representing the perspectives and addressing the concerns of an increasingly diverse population.

Census data show the City of Coquitlam is becoming an increasingly diverse community. Visible minorities represent one out of three residents, while 50 percent of this population segment is also comprised of recent immigrants.

The goal of the *Creating a Welcoming Community: Ensuring a Sense of Place for Residents and Newcomers* initiative was to make its programs, policies and practices responsible to, and inclusive of, the increasingly cultural and ethnical make-up of the municipality.

The city planned and implemented meetings with community members and community partners to discuss challenges to achieving their goals and to strategize on addressing these challenges. After the initial meetings, the city held consultations with the mayor, council, community members and partners to synthesize the information they obtained on ongoing challenges and develop a community vision. To comply with their new vision, the city revised its publications to reflect the diverse community, translated brochures and pamphlets into different languages, and added signage in other languages to city facilities.

In addition, the project promoted a fair and equitable hiring process by training staff on cultural awareness and removing culturally biased selection tools and interview processes. An expected long-term outcome of this project is a more diverse work force in all departments and at all levels of the city.

The Multiculturalism Program contributed $150,000 to this initiative over 21 months.

Find out more at http://www.coquitlam.ca/Business/Developing+Coquitlam/Strategic+Plans/Multicultural+Strategy.htm.

Pacific Cinémathèque Pacifique

British Columbia

In 2009, Pacific Cinémathèque Pacifique successfully completed a project entitled *Landscapes for Every Screen*. In collaboration with the Burnaby School District and Simon Fraser University's Education Department, the project sought to address the lack of representation and often misrepresentation of visible minorities and First Nation people in the media.

The project is implemented through educational workshops for visible minority and Aboriginal people from communities throughout British Columbia on the role of the media in shaping perceptions and understanding of diversity. The workshop participants were then given the opportunity to explore these issues in their own short videos. A community screening of the videos was organized, followed by a discussion of issues related to racism, diversity and representation of ethnic and visible minorities in film and media.

In addition, Pacific Cinémathèque Pacifique and its partners developed a curriculum on diversity and visual media. Their goal was for educators to use film and video as a vehicle to discuss issues of multiculturalism, racism and diversity in the classroom. The videos and curriculum will be distributed to local schools and community organizations.

The Multiculturalism Program contributed $93,623 to this initiative over 20 months in partnership with the National Portrait Gallery of Canada, 2010 Legacies Now, the Vancouver Art Gallery, Simon Fraser University and the Professional Development Program.

Find out more about Pacific Cinémathèque Pacifique at http://www.cinematheque.bc.ca.

Canadian Council of Muslim Women

National

My Canada is a two-year initiative of the Canadian Council of Muslim Women to promote intercultural understanding with the objective of addressing issues of social exclusion and radicalization.

Canadian Muslim youth face many issues in Canada. Societal factors such as racism, anti-Muslim prejudices and media reporting are making some Muslim youth feel alienated from mainstream society.

My Canada works directly with Muslim youth by supporting them in leading the development and coordination of the project. The project was implemented through the Strategic Planning Forum where 100 Muslim youth and 70 chapter delegates of the Canadian Council of Muslim Women from 12 different Canadian cities came together. At the forum, youth were engaged in a variety of strategies to develop their intercultural awareness, including discovering the advantages of working with people from other faiths and learning conflict resolution skills.

The strategies employed at the forum were included in a tool kit for training additional youth. Using this tool kit and the strategies they learned first-hand, the participants in the forum led a series of 17 interfaith sessions in schools and

community centres across Canada. Approximately 30 youth at each session engaged in discussions about understanding the rule of law, Canadian identity, dealing with local challenges and learning how to prevent radicalization.

Through their engagement in this project, youth are expected to recognize their ability to create change in their communities through greater civic participation.

At the forum, youth were engaged in a variety of strategies to develop their intercultural awareness, including discovering the advantages of working with people from other faiths and learning conflict resolution skills.

The Multiculturalism Program contributed $441,476 to this initiative over three years in partnership with the Afghan Women's Association and YOUCAN.

Find out more about the Canadian Council of Muslim Women at http://www.ccmw.com.

Policy Roundtable Mobilizing Professions and Trades

National

The Policy Roundtable Mobilizing Professions and Trades is dedicated to providing immigrant professionals and trades people with the opportunity to influence the policy agenda from an immigrant perspective. Created by the Council of Agencies Serving South Asians with prior funding from the Multiculturalism Program (2002-2004), the Policy Roundtable Mobilizing Professions and Trades has since emerged as an important collective voice for internationally trained or educated professionals.

While the majority of Canada's immigrants settle in major urban centres, more resources and programs are needed to help newcomers settle into small communities, particularly as they constitute a growing labour force in the economic, social and political spheres of Canada. *Building an Inclusive and Welcoming Community* is a three-year project aimed at providing opportunities and support for new Canadians and cultural communities by working in partnership with various stakeholders to resolve issues of foreign credential recognition. The project enables both small Ontario communities and immigrants to adapt to and address issues of integration, such as barriers to employment for newcomer professionals, through civic engagement and participation.

In 2008, the project entered its third year. Activities included completing an environmental scan of immigrant settlement programs and initiatives in small communities, hosting community dialogues to create awareness and promote the inclusion of immigrants and individuals from diverse ethnocultural backgrounds in community-building processes, and completing and launching a report entitled *Access to Trades for Newcomers to Ontario*. The report is available at http://cassaonline.com/index/downloads/Front/TradesReport-April27.pdf.

This project has enabled rural and smaller cities in Ontario to establish an "inclusive and welcoming community" for immigrant professionals and trades people. The model of community engagement ensures that all population groups, including

immigrants, community members and youth, are able to meaningfully and equitably participate in public decision-making processes.

The Multiculturalism Program contributed $200,000 to this initiative over three years.

This project has enabled rural and smaller cities in Ontario to establish an "inclusive and welcoming community" for immigrant professionals and trades people.

Find out more about the Policy Roundtable Mobilizing Professions and Trades at http://www.cassaonline.com/prompt/index-2.html.

2. SUPPORTING FEDERAL INSTITUTIONS

Multiculturalism Champions Network

Launched in 2005, the Multiculturalism Champions Network was established to facilitate greater implementation of the *Canadian Multiculturalism Act* and to encourage the promotion of multiculturalism throughout the federal government. The network is composed of senior officials who play a leadership role in building awareness and understanding of multiculturalism in their respective departments and in developing appropriate policies, programs, services and practices across federal institutions.

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During the reporting period, the network members came together to share information on best practices, learn about the latest research and interact with each other, with the goal of better equipping their respective institutions to respond to the challenges presented by Canada's increasingly diverse society.

Annual Report on the Operation of the *Canadian Multiculturalism Act*

In 2009, after a successful pilot program, the Multiculturalism Program implemented a series of workshops designed to assist federal institutions in preparing their report submissions and increase awareness of the obligations that federal institutions have under the *Canadian Multiculturalism Act*. Changes were also made to the submission process to make it easier for small and large institutions to report. As a result, 122 federal institutions reported on their activities for this reporting period (2008-2009), up from 114 submissions received last year (2007-2008).

Research

Policy makers require up-to-date information and analysis in order to develop and implement policies and programs that respond to the changing needs of Canada's diverse society. In working with partners in government, academia and the voluntary sector, the Multiculturalism Program responds to this need by producing and disseminating relevant research products and services through publications, seminars and conferences.

One hundred and twenty-one federal institutions reported on their activities for this reporting period (2008-2009), up from 114 submissions received last year (2007-2008).

Publications produced during the reporting period targeted important issues, such as racial and religious discrimination, youth radicalization and engagement, the socio-economic conditions of visible and religious minorities, and multicultural common spaces.

Of particular note is the report entitled *The Current State of Multiculturalism in Canada and Research Themes on Canadian Multiculturalism 2008-2010* produced by Professor Will Kymlicka (Queen's University). Commissioned by the Multiculturalism Program, this report was grounded in research from leading academics and practitioners across Canada and informed the Program's research agenda for 2008-2010. The ten multiculturalism research themes identified were the following:

- Adapting Multiculturalism to Religious Diversity
- Racism and Discrimination
- Labour Market Integration
- Immigration Beyond the Metropolis
- Implications of Security Issues for Multiculturalism
- The Future of Multiculturalism
- Relating Multiculturalism to Aboriginal Peoples
- Vulnerable Groups: Women and Youth/ Second Generation
- Patterns of Ethnic Community Formation
- Multiculturalism Readiness in Service Delivery

The report is available at www.cic.gc.ca/english/resources/publications/index.asp#multi.

Publications produced during the reporting period targeted important issues, such as racial and religious discrimination, youth radicalization and engagement, the socio-economic conditions of visible and religious minorities, and multicultural common spaces.

Metropolis Project

The Multiculturalism Program also supports the *Metropolis Project* in various research and outreach initiatives and special events. This included brown bag presentations on *Multiculturalism Myth Busting* and *Multicultural Common Spaces*. The Program also engaged academics, practitioners and policy makers in workshops and plenary sessions on religious diversity and second-generation issues at the National Metropolis Conference in Calgary, Alberta, in March 2009.

The Multiculturalism Program worked to advance important research dialogues at the international level during the reporting period. In October 2008, the Program brought together academics, civil society representatives and officials at the 13th International Metropolis Conference in Bonn, Germany, to explore different public strategies for intercultural and interfaith dialogue and to identify best practices of interest in the Canadian context.

Find out more about the *Metropolis Project* at www.canada.metropolis.net.

3. PROMOTING MULTICULTURALISM ABROAD

Positioning in Global Forums

Canada actively participates in international forums on issues related to multiculturalism, diversity, non-discrimination, combating racism and human rights. Such bodies include the Task Force for International Cooperation on Holocaust Education, Remembrance, and Research, the United Nations, the Organization for Security and Cooperation in Europe, the Organization of American States, and the Intergovernmental Consultations on Migration, Asylum and Refugees.

The following are examples of how global forums enable Canada to share its approach to multiculturalism and anti-racism, while contributing to and learning from international policy dialogue on diversity.

Task Force for International Cooperation on Holocaust Education, Remembrance, and Research

Initiated in 1998, the Task Force for International Cooperation on Holocaust Education, Remembrance, and Research (ITF) is a coalition of governmental and non-governmental organizations whose purpose is to build support for the need for Holocaust education, remembrance and research both nationally and internationally. Members must be committed to the implementation of national policies and programs in support of Holocaust education, remembrance and research expressed in the 2000 Stockholm Declaration.

Then Secretary of State for Multiculturalism and Canadian Identity Jason Kenney was given the mandate to seek membership in the ITF by Prime Minister Stephen Harper in 2007. To be eligible, Canada completed a comprehensive baseline study on Holocaust education, remembrance and research in Canada, and hosted a conference with partners from the United States and France in Toronto in June 2009. The conference, entitled *The St. Louis Era: Looking Back, Moving Forward*, brought together government officials, academics, educators and civil society to discuss the many complex themes that flowed from Canada's restrictive immigration policy during the Second World War. The event was funded through the Community Historical Recognition Program and organized by the League for Human Rights of B'nai Brith. Find out more about the conference at http://www.stlouis2009conference.ca.

Government officials and ITF representatives at the 2009 "St. Louis Era: Looking Back, Moving Forward" conference in Toronto, Ontario. Photo courtesy of B'nai Brith Canada.

Preparations for Canada's membership in the ITF were the focus of activities in 2008-2009. These activities represented the culmination of more than two years of work and relationship building with stakeholders at the international, federal, provincial/territorial, institutional and NGO levels. Canada became a member in June 2009. As an ITF member, Canada is able to demonstrate its leadership in the areas of multiculturalism policies, human rights education and combating racism, including anti-Semitism. Find out more about the ITF at http://www.holocausttaskforce.org.

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The United Nations Universal Periodic Review

The Universal Periodic Review is a process of the United Nations where member states report on their human rights commitments and respond to recommendations made by other member states. In February 2009, Canada presented a report to the UN and received recommendations, to which it replied in June. The reporting process is coordinated by the Department of Canadian Heritage, in collaboration with the Department of Justice Canada, the Department of Foreign Affairs and International Trade and CIC, and requires input from departments across the federal government. The Citizenship and Multiculturalism Branch contributed much of the content related to combating racism and discrimination and related programs. See the report and Canada's response to the recommendations at http://www.pch.gc.ca/pgm/pdp-hrp/inter/upr-eng.cfm.

Intergovernmental Consultations on Migration, Asylum and Refugees

The Intergovernmental Consultations on Migration, Asylum and Refugees (IGC) is an informal, non-decision-making forum for intergovernmental information exchange and policy debate on issues of relevance to the management of international migratory flows. In October 2008, the Citizenship and Multiculturalism Branch joined the Canadian delegation at the IGC to promote Canadian approaches to multiculturalism and diversity at the international level.

Other International Activities

The Citizenship and Multiculturalism Branch also hosts representatives of a number of delegations from other nations and international organizations. These discussions include presentations of the Canadian model for multiculturalism, diversity, integration and the sharing of best practices. Such meetings are frequently organized in cooperation with other departments, such as the Department of Foreign Affairs and International Trade and the Department of Canadian Heritage.

In October 2008, for example, a delegation of young diplomats from the Middle East (12 Egyptians and two from Saudi Arabia, Jordan, Morocco and Palestine) came to the National Capital Region to learn about Canada's approach to diversity and related issues. This delegation was hosted by the Department of Foreign Affairs and International Trade, and the Citizenship and Multiculturalism Branch was asked to deliver a presentation. Along with the Department of Canadian Heritage, CIC presented Canada's multiculturalism and diversity approach and had an active and engaging discussion with the delegation.

In August of 2008, after attending the World Youth Congress in Québec City, an Afghan youth delegation undertook an outreach tour that provided them with an opportunity to learn, engage in and build networks with government officials and Canadians, in particular with students, youth civil society and the Afghan-Canadian diaspora community. The delegates were interested in learning about programs and public policies relating to multiculturalism, diversity and human rights, and youth engagement. Then Secretary of State for Multiculturalism and Canadian Identity Jason Kenney welcomed the delegation and hosted a fruitful discussion and exchange of ideas.

The Citizenship and Multiculturalism Branch also provided support for visits abroad by Canadian representatives, including the Minister of Citizenship, Immigration and Multiculturalism and the Governor General of Canada.

4. THE WAY FORWARD

Integrating Structure and Strategy

The delivery of multicultural programs has changed over the years to adapt to the increasing diversity of Canadian society. Recent organizational changes have made possible greater coordination between the government's programs for short-term and long-term integration of newcomers and the development of an integrated, socially cohesive society for all Canadians. The creation of a Citizenship and Multiculturalism Branch within CIC, the development of a Citizenship Action Plan and the implementation of new policy objectives for the Multiculturalism Program will enable the Government of Canada to better meet the needs of Canadians and newcomers alike.

The new policy objectives are as follows:

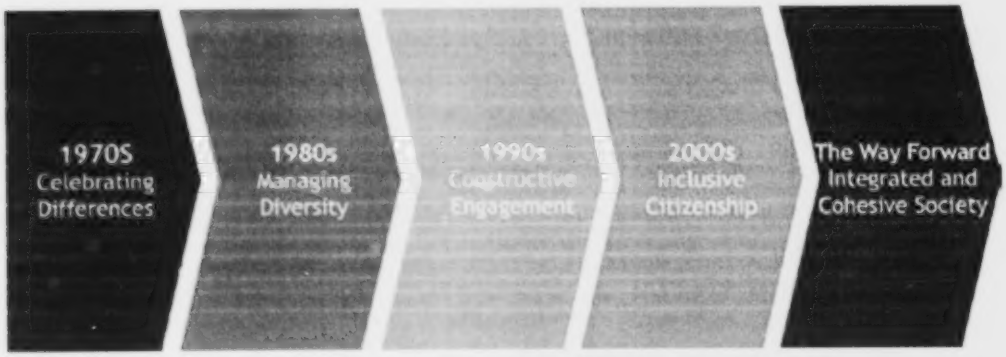
1) **Building an integrated, socially cohesive society;**
2) **Making institutions more responsive to the needs of Canada's diverse population; and**
3) **Engaging in international discussions on multiculturalism and diversity.**

The Multiculturalism Program will focus its efforts on **building an integrated, socially cohesive society.** As immigrants from all corners of the world continue to make Canada their home, our country continues to become more culturally, ethnically and religiously diverse, facing challenges related to maintaining a well-integrated diverse society. The Government of Canada will address the barriers that prevent equal opportunities for all Canadians, foster civic memory, pride and understanding among Canadians and build bridges between our communities. The Multiculturalism Grants and Contributions Program, for instance, will give priority to projects that involve more than a single cultural community and create concrete opportunities for positive interaction between them.

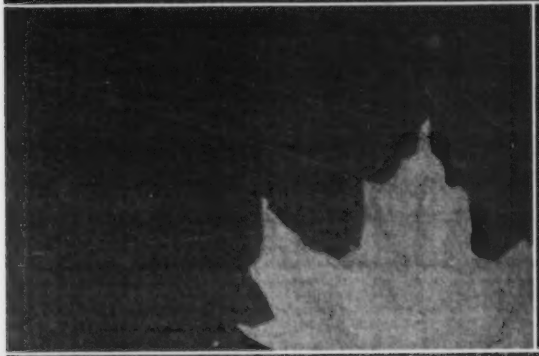
The Citizenship and Multiculturalism Branch will work **to make institutions more responsive to the needs of Canada's diverse population,** as per the *Canadian Multiculturalism Act*. We achieve this by helping institutions integrate multiculturalism into their programs, policies and service delivery. We will expand and enhance our partnerships with both federal departments and provincial, territorial, municipal and community partners, which will also involve the further strengthening of the Federal-Provincial-Territorial Network of Officials Responsible for Multiculturalism Issues (FPTORMI). Created in 2005, FPTORMI provides an ongoing forum for federal, provincial and territorial government representatives to share information and engage in an ongoing policy dialogue on programs, research and other issues concerning multiculturalism, diversity and anti-racism.

The Government of Canada is now implementing new policy objectives for the Multiculturalism Program to meet the needs of Canadians and newcomers alike.

The Citizenship and Multiculturalism Branch will also actively **engage in international discussions on multiculturalism and diversity**. Many countries that, like Canada, experience great diversity in their populations face similar challenges in the integration of immigrants and minorities. Immigration and diversity policies become the focus of global dialogue, and there is wide interest in Canadian multiculturalism. Canada will continue to promote Canadian approaches to diversity as a successful model, while contributing to and learning from international policy dialogue on diversity.



PART II IMPLEMENTATION OF THE *CANADIAN MULTICULTURALISM ACT* ACROSS FEDERAL INSTITUTIONS



Mathieu Da Costa Challenge
National Writing and Artwork Contest

2009 Winner: 16 to 18 years of age category

IRENE PENG
Title: *From Sea to Sea: Building the National Dream*
Killarney Secondary School
Vancouver, British Columbia

Charcoal-coloured piece depicting a steam engine train (foreground) framed by a portrait of a Chinese railroad worker, two workers depicted in the background and a life-like rippling Canadian flag.

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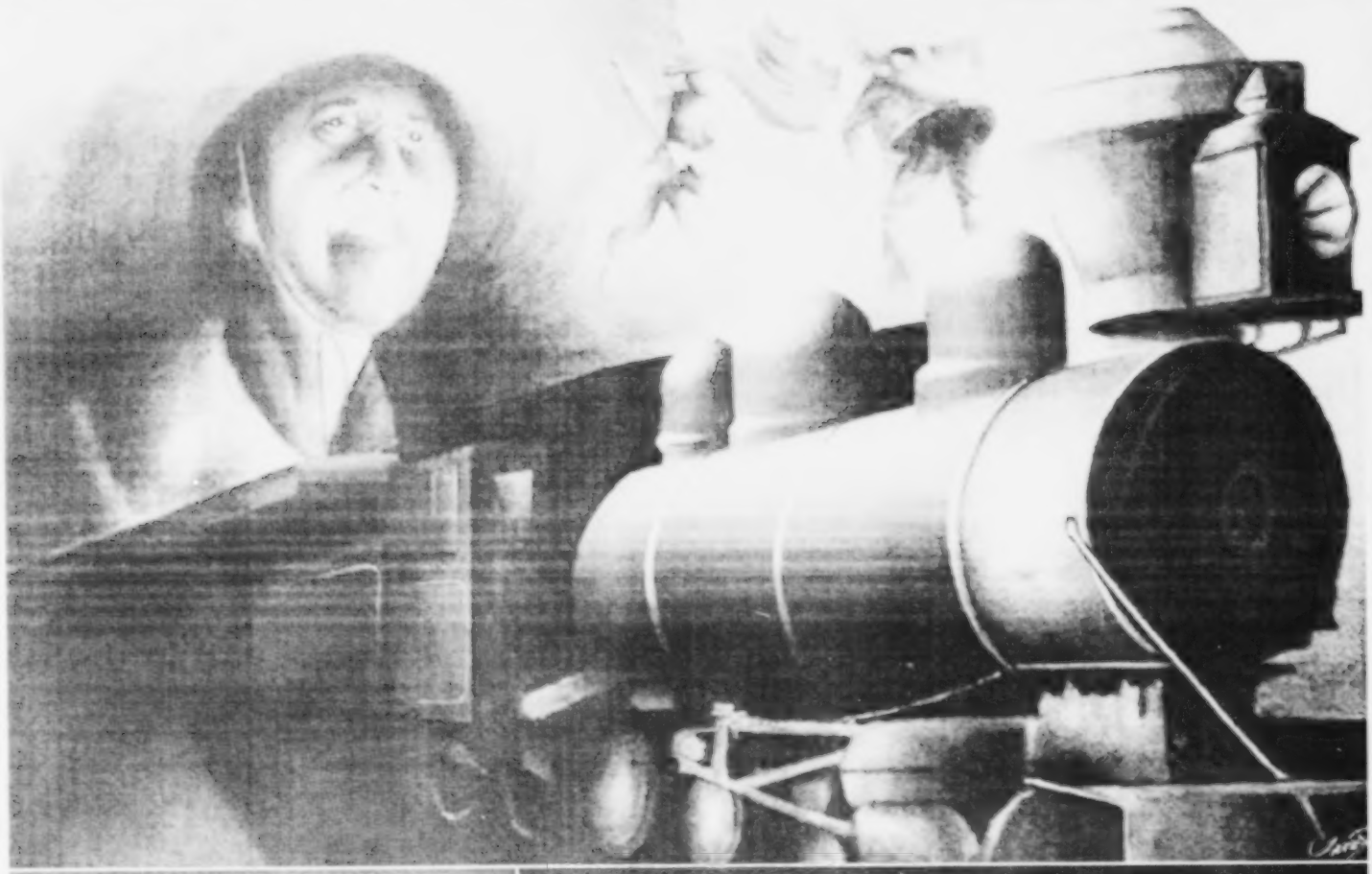

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INTRODUCTION

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Federal institutions vary significantly in size and mandate, and their activities in implementing the Act are equally wide-ranging. These include promoting policies, programs, services and practices that enhance understanding of, and respect for, the growing diversity of Canadian society; undertaking public education and outreach activities; initiating programs and policies to encourage equal opportunities for employment and advancement; actively consulting and collaborating with communities and establishing partnerships; and conducting and disseminating research on multiculturalism issues.

Each year, these accomplishments are documented in the *Annual Report on the Operation of the Canadian Multiculturalism Act*.

In preparation for the 2008-2009 report, CIC's Multiculturalism Program provided federal institutions subject to the Act with a submission guide and form to indicate how they had met their obligations during

2008-2009. The Multiculturalism Program also delivered a series of workshops to assist federal institutions in preparing their submissions and increase awareness of the obligations that federal institutions have under the *Canadian Multiculturalism Act*.

The response rate during this reporting year is impressive, with 122 out of 147 (83 percent) of eligible federal institutions providing submissions.

After reviewing these submissions, CIC selected a range of examples to demonstrate the many varied and innovative ways in which federal institutions are working to meet their responsibilities under the Act.

As in previous years, activities for the 2008-2009 fiscal year are grouped thematically to illustrate the breadth and depth of activities undertaken, beginning with a section on key achievements highlighting institutions that have demonstrated leadership and innovation in promoting multiculturalism. The approximate size of the federal institutions is also included. The groupings, including **small** (1-500 employees), **medium** (501-1,500 employees) and **large** (over 1,500 employees) are based on sizes as defined by the Treasury Board Secretariat.

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1. KEY ACHIEVEMENTS

During the 2008-2009 reporting period, a number of federal institutions implemented programs or carried out activities that warrant special recognition. This section highlights the work of federal institutions that have demonstrated special commitment or creativity in carrying out their responsibilities under the Canadian Multiculturalism Act.

Key achievements are presented in alphabetical order according to the federal institution. They include innovative partnerships, successful initiatives to overcome systemic barriers, as well as outreach activities, and the organization of a discrimination prevention forum.

CANADA POST (Large–72,400)
Community Partnership to Increase Recruitment

In January 2008, **Canada Post** developed a partnership with the Ottawa-based Local Agencies Serving Immigrants (LASI) World Skills, a group that partners employers with new immigrants. This partnership helped increase the representation of members of visible minorities in the Canada Post work force.

The LASI World Skills external immigrant support group helped to recruit rural and suburban mail carriers for Canada Post. They identified eligible candidates, helped coordinate the recruitment process, provided assistance during the online application process, and advised Canada Post on best practices for the candidate interview and selection phase.

Throughout this initiative, Canada Post identified approaches and practices in need of modification or enhancement in order to reach the corporation's hiring goals. For example, potential employment barriers were identified such as the challenges associated with the use of the fairly new Canada Post e-recruitment tool and the need for training for the group to ensure greater participation in the recruitment process. The e-recruitment tool was revised to include a radio button for the candidate to identify himself as a LASI World Skills member. This helped recruiters select and assess these individuals for employment opportunities. It also had a positive impact on the participation of the designated group members.

Further to the success of its partnership with LASI World Skills and to help address recruitment issues, Canada Post has since entered into new partnerships with two other groups serving new immigrants in Alberta.

The job poster for the positions and the invitation to attend an orientation session was developed in several languages and distributed by LASI World Skills. More than 80 candidates attended the information session, which included details on how to submit an application online.

Of the 64 qualified candidates, eight were hired for full-time mail service carrier or rural and suburban mail carrier positions.

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CITIZENSHIP AND IMMIGRATION CANADA (Large~4,400)

Foreign Credentials Referral Office

In 2008-2009, **Citizenship and Immigration Canada's** Foreign Credentials Referral Office (FCRO) continued to offer comprehensive and authoritative information, path finding and referral services on the Canadian labour market, and processes for credential assessment and recognition in Canada. Thus, the FCRO facilitates the transition of new immigrants into Canadian society and promotes longer term full and equitable participation in the Canadian labour market.

In 2008-2009, 35,534 clients accessed the in-person service through 330 Service Canada centres and 2,146 calls were received from individuals seeking foreign credential recognition information. A total of 287,378 visits to the FCRO website were recorded from July 2008 to March 2009.

During the reporting year, the FCRO collaborated with Human Resources and Skills Development Canada to develop:

- A pan-Canadian framework on foreign qualification recognition, in partnership with the provinces and territories, that will support the establishment of a common approach to foreign credential assessment. Find out more at http://www.hrsdc.gc.ca/eng/workplaceskills/publications/fcr/pcf.shtml;
- An overseas platform that will support a larger pool of immigrants from more source countries whose credentials and experience are linked to identified priority occupations, which will facilitate the timely, effective and long-term integration of internationally trained individuals into Canada's labour market; and
- An employer's roadmap, designed to help small- to medium-sized employers better understand the foreign credential recognition process. Find out more at http://www.credentials.gc.ca/employers/roadmap/index.asp.

HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA (Large~23,100)

Multi-Language Service Initiative

Human Resources and Skills Development Canada launched a new pilot program through Service Canada's Multi-Language Service Initiative that offers a third-party telephone interpretation service to people who call the Service Canada Centre for information or assistance.

To provide the service, a global company that provides telephone interpretation services in 150 languages has been contracted by Service Canada. When a Service Canada employee who speaks the client's language is not available, the client is connected to a professional interpreter within sixty seconds.

The pilot program has shown that telephone interpretation services are an inexpensive way to overcome a major barrier to assisting clients where staff is unable to communicate effectively in the client's language.

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INDIAN AND NORTHERN AFFAIRS CANADA (Large–5,250)

First Nations Education Reform Initiative

In 2008-2009, Indian and Northern Affairs Canada advanced the *Canadian Multiculturalism Act* by implementing strategies key to the First Nations Education Reform Initiative. Both the First Nations Student Success Program and the Education Partnership Program reflect initiatives that the institution is implementing to meet its commitment to better position Aboriginal peoples to contribute to Canada's cultural landscape. The goal is to work in collaborative relationships that will attain stronger educational outcomes and improve Aboriginal integration within the labour market and society.

The Education Partnership Program is part of an overarching commitment of the Government of Canada to set the foundation for long-term reform of First Nations education. This proposal-driven program promotes collaboration between First Nations, provinces, Indian and Northern Affairs Canada and other stakeholders in improving the success of First Nations elementary and secondary students in First Nations and provincial schools. The program supports the establishment and advancement of formal partnership arrangements that aim to develop practical working relationships between educators in regional First Nations organizations and schools, and those in provincial systems, in order to facilitate information sharing and coordination between First Nations and provincial schools.

The First Nations Student Success Program (FNSSP) encourages schools to develop success plans, conduct student assessments and put in place performance management systems to assess school and student progress. The FNSSP is a proposal-driven program designed to support First Nations educators on reserves (kindergarten to grade 12) in their ongoing efforts to meet their students' needs and improve student and school results. In particular, the program will help First Nations educators to plan and make improvements in the three priority areas of literacy, numeracy and student retention.

NATURAL RESOURCES CANADA (Large~4,380)
Visible Minority Talent Management Program

The Visible Minority Talent Management Program at **Natural Resources Canada** is a major initiative for creating an inclusive and barrier-free work environment. This program aims to support the career development of indeterminate employees who are members of a visible minority group. Launched in August 2008, the program has three components.

The **Talent Mapping Pilot** for visible minority employees at the executive level was launched in November 2008 with information sessions offered to interested employees and managers. By the end of January 2009, 39 candidates had applied and been mapped. In March, senior managers discussed the mapping results and the identified development opportunities with their respective participants. After the completion and assessment of this pilot, the Department intends to implement the program for other groups.

The **Career Enhancement Program** began its pilot in December 2008. It consisted of courses of varying lengths over three months. Fifteen participants successfully graduated from the pilot in February 2009.

The **Leadership Mentoring Program** for visible minority employees continued with its second cohort of 10 participants in September 2008 and has successfully matched the participants with mentors.

ROYAL CANADIAN MOUNTED POLICE (Large~28,400)
Multicultural Feature of the Month

In March 2009, the **Royal Canadian Mounted Police** launched the exciting, informative educational initiative *Multicultural Feature of the Month*. This awareness series was initiated by the Departmental Champion for Multiculturalism in partnership with the Employment Equity Section. This series of articles is introductory in nature, giving little-known facts about a featured religion or culture and inviting interested parties to read more by providing useful links. It is designed to promote discussion on diversity among employees and to make the learning experience fun in the hope that increased knowledge will eliminate existing biases in the workplace. To date, much positive feedback has been received from employees.

This represents an example of how senior management can help foster greater understanding of and respect for the diversity of members of Canadian society.

STATISTICS CANADA (Large~5,600)
Ethnocultural Outreach Program

The Ethnocultural Outreach Program was developed at **Statistics Canada** with the ongoing diversity of the Canadian population in mind. The purpose of the program is to develop and maintain relationships with third-language media in an effort to raise awareness of Statistics Canada within ethnic communities. Effort is focused on educating the new ethnic media each year. During

the 2008-2009 fiscal year, Statistics Canada continued to establish and maintain relationships with ethnocultural organizations and ethnic media through various outreach activities.

The ethnocultural outreach initiative entails working closely with the ethnic media to disseminate results of the census and other important surveys to members of ethnocultural communities. This not only helps community members understand their communities better, but also serves to foster and solidify Statistics Canada's long-standing partnership with these diverse communities.

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One example of the many events that took place through this initiative was a conference held in Vancouver in February 2009 called *Diversity Matters*. About 250 participants attended the one-day conference, representing all levels of government, educational institutions, businesses and multicultural organizations from across the Western Region.

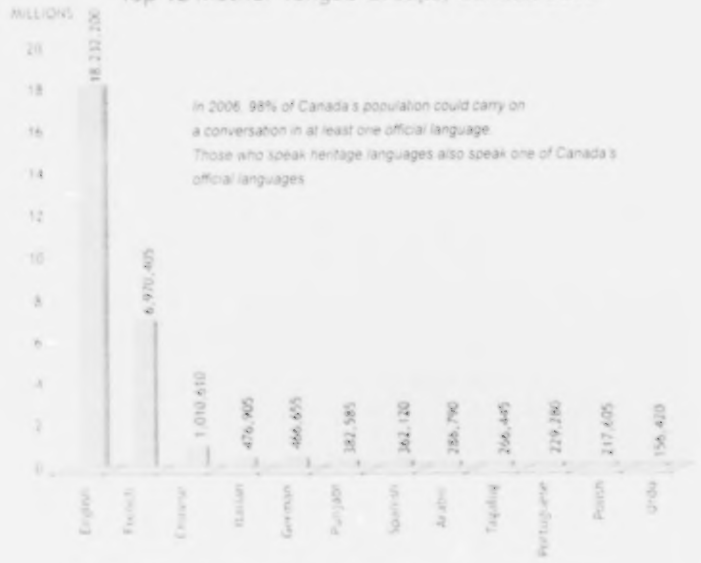
A *Turning Stats into Stories for the Media* workshop was presented to members of multicultural media outlets in the Central Region. This workshop provided a comprehensive introduction to the Statistics Canada website, census data and writing with statistics. Working relationships with the media outlets and organizations was solidified with each presentation of this workshop.

2. KEY CHALLENGES IDENTIFIED BY FEDERAL INSTITUTIONS

When asked if they faced barriers or challenges with respect to implementing the *Canadian Multiculturalism Act*, federal institutions that sent submissions identified a number of key issues in 2008-2009. As reported in previous years, federal institutions continue to encounter difficulty in finding potential employees from different ethnocultural groups who have the level of skill required in both official languages for positions that are designated as bilingual. Federal institutions also reported that it is difficult to recruit a diverse work force when recruiting in remote areas where the pool of experienced candidates is smaller or when a specialized skill set is required. For example, the Canadian Environmental Assessment Agency found the pool of experienced candidates inadequate for staffing specialized positions, such as that of the Registry Manager.

Some institutions reported difficulty in implementing multiculturalism initiatives because their activities do not include service delivery.

Top 12 Mother Tongue Groups, Canada 2006



Source: Canadian Population Census 2006, Statistics Canada

3. PARTNERSHIPS AND CONSULTATIONS

Partnerships enable institutions to build stronger and more effective relationships that in turn enhance the effectiveness of their activities. They also facilitate the leveraging of existing institutional resources to maximize results for Canadians.

Federal institutions develop partnerships with community and civil society organizations, Aboriginal organizations, academic institutions, local governments and other federal institutions to improve project and program outcomes. This section highlights the progress made by some of these institutions during the reporting period.

The **Canadian Museum of Civilization Corporation** (Small-490) collaborated with the Hellenic Community Centre of Ottawa in reaching out to the Greek community to promote the exhibition *The Greeks*, held from May to September 2008. The Community Centre announced the exhibition in various Greek newsletters and the Museum of Civilization had the opportunity to promote the exhibition during the GreekFest held in August 2008. Find out more at http://www.civilization.ca/cmc/media/press-releases/year-2008/exhibition-explores-incredible-legacy-of-the-greeks.

For the *Tombs of Eternity* exhibition, several Arabic associations in the region and surrounding areas were approached and invited to spread the word in their communities. Groups engaged included the Nile Association of Ontario, the Egyptian Canadian Cultural Association of Ottawa, the Arab Community Centre of Toronto, the Voice

of Egypt Rogers TV program, St. Mary's Coptic Church, the Forum of Alexandria, the Embassy of the Arab Republic of Egypt, the Arab Canadian University Graduates Association, and the Arab Canadian Women's Association. Find out more at http://www.civilization.ca/cmc/index_e.aspx?ArticleD=2067.

The multi-year National Commemorations Initiative allows **Parks Canada** (Large–5,200) field researchers to locally engage ethnocultural and Aboriginal communities and women's groups to identify nominations for new commemorations from these three areas of Canada's history. Fiscal 2008-2009 was the second year of the three-year initiative, which replaced a less strategically managed consultation program in 2007-2008. Results to date of the multi-year planned approach have been encouraging, particularly in Ontario where there has been a marked increase in the involvement of ethnocultural communities in the designation program. In 2009-2010, the results will be evaluated prior to the initiative's consideration for renewal.

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For Asian Heritage Month, Parks Canada's Committee on Equal Access and Participation presented *Asian Canadian Heritage in Nova Scotia* in partnership with the local Metropolitan Immigrant Settlement Association, the Maritime Museum of the Atlantic, the Department of Canadian Heritage and CIC. Along with Asian cuisine, the event included a panel discussion at which representatives from the Indo-Canadian Association, the Korean Association, the Filipino Association and the Chinese Society of Nova Scotia shared their experiences of living in Nova Scotia as well as information on their respective organization.

The cultural component of this event was highlighted by the presence of Inae Kim, a Korean Canadian artist and winner of the Louisa Letson Award at the 2009 Contemporary Art Society Juried Show. One of her paintings was selected as part of the 2009 Nova Scotia Art Works purchased for the Art Bank Collection.

A Collaborative Community Initiatives Speaker Series event within the *Welcoming Communities Initiative* (WCI) (supported by CIC) was organized and funded by **Human Resources and Skills Development Canada** (Large–23,100). The initiative provides an opportunity for federal employees to network, exchange information and explore new ideas on community issues and approaches. One hundred and twenty-three participants attended the WCI Speaker Series event on February 26, 2009. The lessons learned included the importance of ensuring community collaboration in the integration of immigration issues into local population strategies, the significance of cross- or intercultural training to help communities understand the needs

of a newcomer, and the importance of building relationships with immigrants already in Canada to learn about the challenges.

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The **Library and Archives of Canada** (Medium-1,190) Multicultural Initiatives Branch plays a leadership role in implementing strategic priorities and fostering internal and external partnerships that reflect both library and archival perspectives. It works in collaboration with cultural communities and associations, library and archival networks, language and cultural centres, and other organizations that share common interests to coordinate programs, collections and services that are responsive to the interests of diverse communities.

During the reporting period, Library and Archives Canada developed the National Portrait Collection based on works amassed since the 1880s, with the goal of documenting historical personalities important to Canada's development. The Portrait Gallery of Canada's *Family Portraits: Immigration and Identity* was a community engagement exhibition involving partnerships with 17 new Canadian immigrant families and the Art Gallery of Nova Scotia. The families talked about their homelands and adopted country through visual portraits and video storytelling. Associated educational programs took the content into classrooms where the topic of identity was further explored.

Significant achievements of the **Enterprise Cape Breton Corporation** (Small-50) during the reporting period included a collaborative effort with the Nova Scotia Community College to assist in the construction of a cultural centre for First Nations and African Nova Scotian students. The large influx of First Nations and African Nova Scotian students over the past few years has affected all aspects of campus life, including academic and non-academic support services. The project will assist the college in meeting the needs of its diverse student population and support students in their efforts to obtain workplace skills.

The Portrait Gallery of Canada's Family Portraits: Immigration and Identity was a community engagement exhibition involving partnerships with 17 new Canadian immigrant families and the Art Gallery of Nova Scotia. The families talked about their homelands and adopted country through visual portraits and video storytelling.

In addition, Enterprise Cape Breton worked with a local community group to upgrade a museum that interprets the history of Whitney Pier. Housed in a former synagogue, the museum is dedicated to the multicultural community that developed around the Sydney Steel Plant and Coke Ovens. The Pier became home to people from all parts of the globe who came in search of a new life and economic opportunity. They brought with them the traditions

of their respective homelands, which left an indelible mark on the history and culture of Cape Breton Island.

The Corporation also worked with the Celtic community to provide funding for the annual Celtic Colours International Festival.

In 2008, the **Bank of Canada** (Medium–1,460) established a partnership with three associations in the National Capital Region that offer employment services in support of the integration of newcomers: La Relance in Gatineau, the Ottawa Chinese Community Services Centre, and Hire Immigrants in Ottawa. During the reporting period, the Bank of Canada received 30 CVs from these associations.

In the previous reporting year (2007-2008), the **Commission for Public Complaints Against the RCMP** (Small–50) collaborated on a pilot project with the National Association of Friendship Centres (NAFC), a national Aboriginal organization with 121 provincial and territorial centres. The purpose of the pilot project was to enhance knowledge of, and improve access to, the public complaints process for members of the Aboriginal community. Building on the success of the pilot, the institution is pressing ahead with face-to-face outreach engagements with the NAFC. The Commission and the NAFC are working on a joint program to engage all 121 centres over the next two years by using Web-based video conferencing technologies.

The purpose of the pilot project was to enhance knowledge of, and improve access to, the public complaints process for members of the Aboriginal community.

The **Correctional Service of Canada** (Large–16,400) sponsored and organized a host of events and activities to enhance its relationship with various ethnocultural communities during the 2008-2009 reporting period. For example, the *National Ethnocultural Advisory Committee* (NEAC), the *Regional Ethnocultural Advisory Committees* (REACs) and the Service came together three times every year (March, June and September) to hold a national symposium and meetings. These gatherings are an opportunity for the leaders of various ethnocultural communities as well as businesses to share knowledge and best practices, and make recommendations regarding the reintegration of ethnocultural offenders that Correctional Service of Canada then puts into action.

This year, the NEAC and REACs recommended, among others, that Correctional Service of Canada develop and deliver a cultural competency self-assessment tool and a cultural competency training course for staff and offenders; build horizontal partnerships with ethnocultural and business communities by following best practices (trust

must first be gained); develop specific correctional programs and services for offenders under deportation order; review the capacity of interventions and correctional programs and services currently in place to meet ethnocultural offenders' (men and women) needs in various settings, including offenders under deportation orders and security certificates.

In the institution's Quebec Region, participants from various groups in the community took part in an event to increase appreciation of the role of ethnocultural communities in the reintegration process. Representatives of the Latin American community, the Greater Montreal Korean community, the Arab/Muslim community, the Haitian community and the Montréal police took part in discussions to better understand the difficulties community organizations are confronted with regarding integration issues and to explain the role of the police.

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In the institution's Pacific Region, businesses and individuals from ethnocultural communities received contracts to assist with the video production and the delivery of training; brochures on REAC and ways to volunteer within the institution were developed in order to educate inmates in multiple languages; and seven new REAC members from different ethnocultural communities were recruited in the Pacific Region, thus increasing the list of communities being reached.

In 2008-2009, the **Department of Fisheries and Oceans** (Large–9,800) continued to conduct collaborative research with First Nations bands to ensure healthy and productive marine ecosystems. The Bedford Institute of Oceanography has been working with the Unama'ki Institute of Natural Resources (UINR) in Eskasoni, Cape Breton, for the past ten years in a series of scientific programs aimed at improving the health of the Bras d'Or Lakes.

The key components of this partnership include the integration of traditional ecological knowledge with western science, capacity building of the UINR and the Eskasoni Fish and Wildlife Commission. As well, scientists from the two institutes exchanged visits quarterly, met at workshops and communicated regularly on collaborative projects by e-mail and telephone.

In 2008-2009, the **Financial Consumer Agency of Canada** (Small–40) partnered with the British Columbia Securities Commission to develop *The*

City: A Financial Life Skills Resource. *The City* is a free Web-based interactive tool designed to help young Canadians acquire strong financial skills. Launched in the fall of 2008, the resource features an engaging, story-driven approach with a cast of characters, including some from ethnocultural communities at different stages of life. Since launching *The City*, the Agency has disseminated the youth-oriented resource to educators across the nation. Find out more at http://www.curriculum.org/csc/conf_city.adp.

The Halifax branch of the **Business Development Bank of Canada** (Large-1750) works closely with the Metropolitan Immigrant Settlement Association (MISA). Through sponsorships of events, presentations and meetings, the Bank and MISA have established a collaborative business relationship. During the reporting period, the Bank met with the MISA Business Orientation Coordinator to discuss opportunities for collaboration and made presentations to new immigrants.

To encourage participation at public hearings by all Canadians, the **Canadian Nuclear Safety Commission** (Medium-850) undertook a range of initiatives in 2008-2009, including:

- Exchanges with the Quebec Mistassini Cree Community representatives to explain the Commission's role in the uranium mines sector, discuss the consultation process for related environmental assessments and talk about the authorization process related to uranium mines.
- Consultation meetings with the Saugeen Ojibway from Bruce Peninsula on the licensing process and environmental assessments for a new nuclear facility and nuclear substance waste management projects.
- Meetings with the Métis of Ontario to promote the Commission and highlight the consultation opportunities during environmental assessments for new nuclear facilities projects.

4. PROMOTING INTERCULTURAL UNDERSTANDING AND EMBRACING DIVERSITY

In response to Canada's multicultural reality, the Government of Canada supports the building of bridges between ethnocultural communities.

Federal institutions undertake many initiatives that encourage intercultural and religious understanding and support the preservation, enhancement, sharing and promotion of multiculturalism in Canada. This section highlights the client-centred activities of federal institutions in this area during the reporting period.

The Art Bank of the **Canada Council for the Arts** (Small-240) collects works of original contemporary Canadian art and rents them to private and public organizations across Canada. During the reporting period, the Art Bank made its first special purchase of art works exclusively by culturally diverse artists. A total of 530 works were offered in response to the Art Bank's call for submissions. These were reviewed by a committee of six art professionals who recommended works for purchase on the basis of artistic excellence, significance to current art practice and suitability for rental.

In all, the Art Bank acquired 55 new works by Canadian artists of African, Asian, Middle Eastern, Latin American and other cultural and racial backgrounds, for a total value of more than $230,000.

This purchase will help increase awareness of the cultural diversity of artists supported by Canada Council programs and ensure that the Art Bank's collection continues to reflect the increasing cultural diversity of Canada's population.

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The **Canada Science and Technology Museum Corporation** (Small-250) organized a major event during 2008-2009 entitled *Celebrate Canada*. As part of this event showcasing Canada's diversity, and in collaboration with CIC, the museum hosted a citizenship ceremony where a number of new Canadians took the oath of citizenship.

The museum also mounted a special exhibit called *Food for Health*. The exhibit promoted Canada's *Food Guide* with reference to different types of diets in different cultures, including special attention to First Nations' nutrition. Find out more at http://agriculture.technomuses.ca/english/FoodForHealth/index.html.

Downsview Park Incorporated (Small-60) hosted two new events that offered user groups an opportunity to experience multicultural programming that may not otherwise have been accessed.

- *Exodus* was a theatrical performance aimed at teaching school children the Jewish story of Passover. This was a community event open to school children and the general public. Complete with stage sets and music, the interactive performance was incorporated into Downsview Park's school programming and March Break Camp.
- Another theatrical performance entitled *Amakhosi: The Kings of Africa* was inspired by ancient and diverse African cultures and fused time-honoured traditions with modern life to create a vivid and exhilarating spectacle. Find out more at http://www.downsviewpark.ca/eng/media_september26_2008.shtml.

The **National Battlefields Commission** (Small-120) offered visitors something new with the presentation of a number of shows at its parks under the theme World Music.

The National Battlefields Commission plans to make the World Music shows a regular feature, allowing artists from various backgrounds to make their culture and music known to park users and visitors.

The shows introduced park visitors to various musical cultures, including those of Africa, Brazil and Algeria. The institution plans to make the *World Music* shows a regular feature, allowing artists from various backgrounds to make their culture and music known to park users and visitors.

The **Cape Breton Development Corporation** (Small-15) initiated a Rails to Trails program where a former rail line will be converted to an active transportation trail. Signs along the route will pay tribute to and provide information associated with the important cultural and industrial history of various communities.

The Cape Breton Development Corporation installed interpretive panels at the former Princess Colliery and Princess Wash Plant sites commemorating the industry and the ethnic origins of those who were employed there.

In addition, the institution installed interpretive panels at the former Princess Colliery and Princess Wash Plant sites commemorating the industry and the ethnic origins of those who were employed there.

The **Canadian Museum of Civilization** (Small-500) presented a major exhibition in Beijing during the 2008 Summer Olympic Games. The exhibition, entitled *First Peoples of Canada: Masterworks*, exposed an international audience to the history, diversity and creativity of Canada's First Peoples. Developed and presented in conjunction with and at the invitation of the National Museum of China, *First Peoples* is the largest and most comprehensive exhibition of its kind ever sent abroad by the

museum. The exhibition is now on a tour of three continents. Find out more at http://www.civilization.ca/cmc/exhibitions/travelling-exhibitions/available-exhibitions/first-peoples-of-canada-masterworks-from-the-canadian-museum-of-civilization.

In 2008-2009, **VIA Rail** (Large–3,550) provided a complimentary round trip to Ottawa for approximately 60 children from the Toronto Children's Breakfast Clubs to celebrate Black History Month on Parliament Hill. The Children's Breakfast Clubs serve children from diverse backgrounds and, in many cases, families with very modest financial means.

Among the organized activities, the children visited Parliament where their presence in the public gallery was recognized by the government from the floor of the House of Commons. The children also attended a reception where they presented Cabinet ministers and members of Parliament from across Canada with copies of the 2009 Black History Month poster (a new poster is designed each year to showcase and recognize the great contribution that members of the African-Canadian community have made to Canada).

The **Department of National Defence and Canadian Forces** (Large–128,300) use the contributions of their combined work force from various ethnic backgrounds to support operations and services across Canada and missions around the world.

As an example from the current reporting period, Captain Amir ElMasry established an important spiritual connection with Afghan staff, foreign workers and other NATO soldiers when he put his spiritual and cultural knowledge of Islam to work while deployed to Afghanistan.

When he started attending Friday prayers in the chapel at Kandahar Airfield, Captain ElMasry felt he could help the hundreds of Muslim workers and soldiers who gathered to pray every week. Although not an imam, he offered to help prepare the prayers and give the sermon in both Arabic and English. The congregation accepted the offer and from then on, preparing for the weekly informal prayer service took up all the personal time he had in camp.

While the prayer room at Kandahar Airfield is identified as a chapel, it is a place of worship for all religions. Captain ElMasry quickly met the few special requirements of the Muslim congregation, such as floor space for the worshippers' prayer mats, by moving some furniture, which he then moved back after prayers. Find out more at http://www.army.forces.gc.ca/land-terre/news-nouvelles/story-reportage-eng.asp?id=3453.

In 2008-2009, **Citizenship and Immigration Canada** (Large–4,400) continued to enhance its delivery of settlement services to newcomers by improving program flexibility, efficiency, planning and accountability, and focusing on the assessment of needs and the enhancement of outcomes for newcomers.

A major policy change during the reporting period was the extension of settlement services to include some prospective immigrants and refugees, including certain applicants overseas who are likely to obtain permanent residency in Canada but have not yet received their permanent resident visa.

By increasing access to integration and settlement services, CIC is helping to build an integrated and socially cohesive society.

Indian and Northern Affairs Canada (Large-5,250) staff provided significant policy and logistical support for the Prime Minister's Statement of Apology to Former Students of Indian Residential Schools, which took place in the House of Commons on June 11, 2008. This was a highly publicized event that brought awareness of the history of residential schools to the broader Canadian public. Find out more at http://www.pm.gc.ca/eng/media.asp?id=2149.

5. EDUCATION AND OUTREACH

Targeted education and outreach initiatives help combat racism and discrimination.

Federal institutions undertake targeted education and outreach activities to promote diversity awareness and to better communicate their programs and services. This section highlights the activities of federal institutions in this area during the reporting period.

The **Department of Canadian Heritage** (Large-2,420) supported the Dominion Institute's International Day for the Elimination of Racial Discrimination Education Project. This educational campaign used a combination of classroom presentations, an outreach campaign, education materials and a high-profile media event to raise awareness of the International Convention on the Elimination of All Forms of Racial Discrimination. Find out more at http://www.passagestocanada.com/.

The Department also funded a number of new projects to promote human rights in various communities in Canada, including immigrant communities. For example, the Montréal-based theatre troupe *Mise au jeu Montréal*, in collaboration with the *Ligue des droits et libertés*, put on the theatre-forum *Pidesc'quoi, Nos droits sont-ils en bon état?* (Pidesc'quoi, Are Our Rights in Good Shape?). The theatre targeted ethnocultural communities, among others, and engaged them in a discussion of human rights.

This educational campaign used a combination of classroom presentations, an outreach campaign, education materials and a high-profile media event to raise awareness of the International Convention on the Elimination of All Forms of Racial Discrimination.

The **International Development Research Centre** (Small-370), through its grants and funding programs, supports Canadians in better understanding the different political, social, economic and cultural realities of various regions of the world, including that of Aboriginal peoples in Canada, and assists in developing the various Canadian diaspora communities.

In 2008-2009, the Centre contributed to a range of initiatives, including:

- *Symposium on Transnational Citizenship and the African Diaspora.* The symposium brought together scholars, policy makers, NGOs, African diplomats and community organizations to engage critically with the complexities of transnational citizenship among first-generation continental Africans in the diaspora.
- *"Un cégep ouvert sur le monde."* The international office of the Cégep de l'Outaouais and the Institut Dialogue et Paix set up a program to facilitate the integration of immigrants into the labour market and the cooperative movement in the region. Thanks to this project, a set of intercultural teaching modules was were developed in the fields of communication, conflict management and relational effectiveness.

The symposium brought together scholars, policy makers, NGOs, African diplomats and community organizations to engage critically with the complexities of transnational citizenship among first-generation continental Africans in the diaspora.

In cooperation with the Association for Canadian Studies, the **Canadian Race Relations Foundation** (Small-6) organized four workshops on Canadian identity, multiculturalism and the media at the Association's conference in the fall of 2008 in Québec City. The workshops provided the Foundation with the opportunity to promote and discuss policies and practices related to multiculturalism and Canadian identity.

The workshop provided an opportunity to discuss the challenges and benefits of an increasingly diverse work force and how various ideas and backgrounds can lead to improved organizational performance.

Veterans Affairs Canada (Large-4,150) held a national *Employment Equity and Diversity* forum in Montréal in June 2008. Entitled *The Power of Diversity*, the forum featured presentations from a number of experts, and gave Veterans Affairs staff across Canada an opportunity to discuss a series of topics related to diversity, including regional best practices, recruitment and retention, and implementation of the Employment Equity and Diversity Plan.

A national leadership conference for executives at **Public Works and Government Services Canada** (Large-12,850) was held in May 2008, featuring a workshop entitled *Managing Diversity of Ideas and Backgrounds – Going Beyond Employment Equity*. The workshop provided an opportunity to discuss the challenges and benefits of an increasingly diverse work force and how various ideas and backgrounds can lead to improved organizational performance. The workshop participants were asked to reflect on what they, as leaders, can do to support a workplace culture that is inclusive and supportive of diversity.

The **Canada School of Public Service** (Medium-800) disseminates information on multiculturalism and cultural diversity issues to public servants on an ongoing basis through its Diversity Program.

During 2008-2009, the School also organized a series of armchair discussions, providing public servants with a forum to discuss ethnocultural topics, policies and programs related to diverse communities.

Five events were held during the reporting period, including *Aboriginal Participation in the Public Service; How Strangers Become Neighbours: Integrating Immigrants Through Community Development*; and *Theory and Practice of Citizenship in the 21st Century*.

The **Canadian Food Inspection Agency** (Large-7,000) extended the reach of its *Be Aware and Declare* campaign by investing $120,000 in additional advertising on ethnic television stations across Canada in November 2008 and again in March 2009.

In using ethnic media, the campaign was able to extend the reach of traditional English and French advertising to multicultural Canadians who may be planning visits or receiving visitors from overseas to inform them of the requirement to declare all food, plants and animals when entering Canada. The ad was presented in eight languages for television, including Arabic, Hindi, Italian, Japanese, Korean, Mandarin, Spanish and Vietnamese.

As well, the Agency translated its *Be Aware and Declare* brochure into 12 additional languages so that it is now available in 24 languages. Find out more at http://www.beaware.gc.ca/english/toce.shtml.

In 2008-2009, the **Canada Revenue Agency** (Large-45,600) delivered 3,636 sessions to all Canadians and members of various ethnic and cultural groups on topics ranging from taxation issues for seniors, medical expenses and the disability tax credit, to starting a business and how to remit payroll deductions. Included in the sessions, 69 events were specifically targeted to Aboriginal individuals, businesses, organizations and bands. Also, 209 sessions were recorded as targeted to newcomers, and 123 to ethnocultural and Inuit audiences. The total number of participants attending the ethnic and cultural group session was 10,641 out of 86,613 participants reached through outreach activities.

During the reporting period, the Agency also expanded its Outreach Program through partnership opportunities with other government departments, such as CIC, in order to provide an even better service to newcomers to Canada. Offices across Canada work with the New Immigrant Settlement Programs to provide *Welcome to Canada* seminars on a regular basis. Many offices have delivered other seminars, such as the *Small Business Information* seminar to Welcome Centre and community organizations, the Overview of Canada Revenue Agency Electronic Services to new business immigrants, and Child and Family Benefit seminars to new mothers from the multicultural centres. International students at universities are given information sessions to educate them on the benefits of filing a tax return while residing in Canada.

6. REFLECTING CANADA'S MULTICULTURAL REALITY IN FEDERAL INSTITUTIONS

Canada's multicultural policy and programs support integration and social cohesion.

Federal institutions develop and implement multicultural policies, programs and strategies to create positive and inclusive work environments that are responsive to Canada's diverse population. This section highlights diversity-focused activities undertaken within federal institutions in this area during the reporting period.

The **Canadian Air Transport Security Authority** (Small-480) adopted a new Diversity Philosophy:

> *"The Canadian Air Transport Security Authority is dedicated to building a skilled and diverse work force reflective of Canadian society. We are committed to creating and maintaining a positive environment where individual differences are valued and respected. We believe that everyone should have the right and the opportunity to reach their full potential in a safe and inclusive environment free of barriers and prejudice.*
>
> *All employees have a role in creating an inclusive environment where everyone feels part of the CATSA team. Therefore, it is important that all employees embrace the FLAIR values—Fairness, Loyalty, Accountability, Integrity and Respect."*

The Diversity Philosophy was first communicated to employees in December 2008 at the employee retreat by the Acting Executive Vice-President and Chief Operating Officer. The philosophy was also included in a new information pamphlet that is circulated to all newly hired employees in addition to being incorporated into the orientation presentation. New employees now have a better understanding of the Authority's Diversity Philosophy before formally starting their first day of employment.

"We believe that everyone should have the right and the opportunity to reach their full potential in a safe and inclusive environment free of barriers and prejudice."

In 2008, **Export Development Canada** (Medium-1,240) developed a comprehensive Diversity Strategy that more closely aligns diversity with the institution's business priorities and objectives. To help define this strategy, three employee focus group meetings were held in May 2008 as a pulse check on current employee perceptions regarding diversity. Employees from teams who submitted nominations for the institution's 2007 Diversity Award were invited to attend as they had an interest in, and awareness of, diversity. Of 70 invited employees, 22 participated, representing a response rate of 31 percent. The focus group questions were designed to gauge current perceptions regarding diversity and barriers as well as recommendations on how to overcome these barriers, the effectiveness of Export Development

Canada's diversity activities, and the level of support for diversity from senior management.

The new Diversity Strategy, approved by senior management in the fall of 2008, has as its vision "to strengthen EDC's organizational performance by steadily building a diverse work force that is anchored in individual mutual respect."

The development of a religious/spiritual accommodation policy by the **Department of National Defence and Canadian Forces** (Large-128,300) reached its final stages during the reporting period and was expected to be submitted to the Department of Justice Canada for final legal review early in the 2009-2010 fiscal year.

The new policy will replace the interim Religious Accommodation policy issued more than ten years ago which, although still relevant, requires updating to reflect recent jurisprudence and Supreme Court rulings.

In consultation with the Multiculturalism Secretariat, the **Department of Foreign Affairs and International Trade** (Large-5,000) developed and introduced a departmental policy on multiculturalism in 2008-2009.

The official *Policy Statement on Multiculturalism* was approved by the Consultation and Collaboration Committee on Diversity, and includes a statement encouraging employees to submit suggestions on how the Department can meet its goals and statutory obligations with regard to the *Canadian Multiculturalism Act*.

As a further demonstration of its commitment, the Department of Foreign Affairs and International Trade named three champions for Employment Equity, Multiculturalism and Official Languages—all at the Assistant Deputy Minister or Director General level, during the reporting period.

At the **Financial Transactions Reports Analysis Centre of Canada** (Small-300), a champion for Employment Equity and Multiculturalism was named. The champion will play a lead role in the creation of an *Employment Equity and Multiculturalism Committee*. Employees from all levels will be invited to serve on the committee and carry out its mandate to develop initiatives to increase awareness and promote initiatives related to employment equity and multiculturalism.

The **Courts Administration Service** (Small-620) established an internal *Diversity Consultation Committee*, and provided the committee with a clear and broad mandate:

> *"The term 'diversity' embraces both notions of compliance with federal legislation and the integration of its work force as a whole. More specifically, diversity includes establishing a representative and inclusive work force building on the* Employment Equity Act *and the* Canadian Multiculturalism Act."

As a further demonstration of its commitment, the Department of Foreign Affairs and International Trade named three champions for Employment Equity, Multiculturalism and Official Languages—all at the Assistant Deputy Minister or Director General level.

Armed with this mandate, the Courts Administration Service Diversity Consultation Committee is helping to develop, guide and support the implementation of strategies defined in the *2009-2012 Diversity Operational Plan*.

The **Royal Canadian Mounted Police** (Large-28,400) established a *National Advisory Committee for Visible Minorities* in September 2008. The committee has a mandate to bring forth issues and recommend possible solutions to problems that are perceived as barriers to the advancement and retention of employees of culturally diverse backgrounds. The committee works in collaboration with the various policy areas of the RCMP to develop appropriate strategies for improvement of the institution's policies and programs on multiculturalism.

The Ontario Regional Office of the **Department of Justice Canada** (Large-5,000) changed the name and the direction of its regional Employment Equity Committee to explicitly include diversity. As a result, the Ontario Regional Office Employment Equity Committee is now the *Employment Equity and Diversity Advisory Committee*.

The new committee held in-house awareness events to help foster a corporate culture that embraces diversity and also assisted in implementing a new Employment Equity and Diversity Achievement Award.

The **Canadian Food Inspection Agency** (Large-7,000) modified its Equity and Diversity Program to include multiculturalism. The expanded focus is intended to give the program greater scope in supporting a more inclusive and innovative approach to meeting the changing needs of Canadians.

The **Canadian Security Intelligence Service** (Large-2,800) completed a major realignment of its multiculturalism programs, bringing multiculturalism, diversity and employment equity together under the umbrella of the new *Diversity Management Program*, led by the Service's new Diversity Manager.

The Diversity Manager is responsible for ensuring that all talent management processes at the Canadian Security Intelligence Service—not just recruitment, but also promotion, performance reviews and succession planning—are conducted through a diversity lens. The Manager will also be responsible for guiding efforts that help nurture and develop diversity in the organization.

The Diversity Manager is responsible for ensuring that all talent management processes at the Canadian Security Intelligence Service—not just recruitment, but also promotion, performance reviews and succession planning—are conducted through a diversity lens.

Natural Resources Canada (Large-4,380) established a *Circle of Nations Learning Centre* at its headquarters in Ottawa. The Learning Centre is managed through the stewardship of the Aboriginal Employees Network, and provides a place for all departmental employees, Aboriginal and non-Aboriginal, to learn more about the Aboriginal world view and its relevance to the mission of Natural Resources Canada.

The Circle of Nations Learning Centre helps build a sense of community for Aboriginal employees by

providing a place to meet and learn from Elders and other traditional teachers, as well as a space for social ceremonies. The centre also welcomes visitors from the general public.

In April 2008, the **Canada Revenue Agency** (Large–45,600) launched *Diversity: Our Differences, Our Similarities*, an e-learning tool aimed at increasing awareness and knowledge of diversity among their employees. The online resource also provides suggestions for strategies employees can apply to promote diversity and cultural understanding in the workplace. This initiative helps to foster a workplace that accommodates differences through mechanisms such as education, sensitivity training, policies and guidelines.

Over the past year, **Health Canada** (Large–9,800) organized numerous activities to celebrate Canada's diversity and promote intercultural understanding. Some highlights include the following.

- The development of a new electronic Diversity Calendar as part of celebrations to mark National Diversity Week in January 2009. Accessible to all Health Canada employees, the calendar highlights significant dates throughout the year, incorporating hundreds of multifaith, multicultural and diversity holidays and observances.
- The Diversity Quiz, another part of Diversity Week at Health Canada, was a popular learning activity. More than 400 employees participated in the quiz, and prizes were awarded.
- A new event entitled Celebrate Canada's Francophonie Today- Rich in its Diversity paid tribute to the important contribution of immigrants to Canada's Francophone population, and helped to raise awareness of the diverse cultural perspectives of Canadians who express themselves in French.

The Circle of Nations Learning Centre helps build a sense of community for Aboriginal employees by providing a place to meet and learn from Elders and other traditional teachers, as well as a space for social ceremonies.

In April 2008, the **Privy Council Office** (Medium–700) launched a new development initiative focused on young public servants—canada@150. Over the course of a year, starting in June 2008, a team of 150 young federal public servants from various departments, regions, linguistic profiles and employment equity groups throughout the government were asked to identify and evaluate the most important policy challenges that would be facing the country in 2017 when Canada celebrates the 150th anniversary of Confederation. The participants were also asked to consider the implications of their findings for the public service and how it can keep pace with change in order to meet future challenges.

7. DEVELOPING A MULTICULTURAL WORK FORCE

The Government of Canada invests in initiatives that promote equality of opportunity for individuals of all origins.

Federal institutions undertake activities that provide employment opportunities for people of diverse backgrounds and that build and retain a diverse work force. This section highlights activities of federal institutions in this area during the reporting period.

During the reporting year, the **Royal Canadian Mounted Police**'s (Large–28,400) National Recruiting Program created and staffed a National Diversity Recruiting Analyst position to enhance the existing program. This position is responsible for providing direction to the divisional recruiting offices with a diversity context. The creation of the position also enabled the completion of a National Diversity Recruiting Strategy that is currently in place.

The RCMP's Aboriginal Pre-Cadet Training Program, which has been improved and which replaces the Aboriginal Youth Training Program, is an employment opportunity offered to Aboriginal students across Canada between the ages of 19 and 29 who have an interest in serving their communities in a Supernumerary Special Constable capacity. This measure both promotes Aboriginal recruiting within the RCMP and enhances the Force's ability to better serve the community in a culturally sensitive manner.

Indian and Northern Affairs Canada (Large–5,250) developed a new recruitment website (http://www.ainc-inac.gc.ca/emp/cw/pfs/index-eng.asp) that reflects the multicultural diversity of the Department's work force.

Agriculture and Agri-Food Canada (Large–6,640) worked closely with the Aboriginal Student Association at the University of Guelph to increase awareness of the careers and programs at the Department and in the public service in general.

Moreover, to address historical gaps, the Department increased its recruitment efforts through its participation in the Aboriginal Workforce Career Fair in Saskatoon (February 2009), the National Council of Visible Minorities Hiring Hall (November 2008) and four Career Fairs that were hosted across the country in support of the Clerk of the Privy Council's 2008-2009 Public Service Renewal Action Plan.

The RCMP's Aboriginal Pre-Cadet Training Program both promotes Aboriginal recruiting within the RCMP and enhances the Force's ability to better serve the community in a culturally sensitive manner.

The **Canada Revenue Agency**'s (Large–45,600) Prairie Region Management Simulation Exercise allows employees who do not have a formal leadership position to demonstrate leadership compe-

tencies through an in-basket and simulation exercise. The results of the exercise are portable and can be used by participants when they apply for internal selection processes.

In 2008-2009, the Region offered this opportunity to visible minority and Aboriginal employees. As part of the pilot, the participants received competency assessments, feedback on their leadership skills and career planning advice. The candidates were provided with an opportunity to be assessed again after a period of time to track their progress.

The **Public Service Commission of Canada** (Medium-1,030) has broadened Canadians' access to job opportunities in the federal public service. In such a large and diverse country, the public service should reflect the national character of all of Canada and recruit talented Canadians no matter where they live. The hiring process is an essential part of creating a diverse work force. The opening of every federal public service job in Canada to all Canadians allows diverse groups to apply for a wider array of positions.

The Public Service Commission of Canada has steadily expanded the requirement to use a national area of selection and removed geographic limits on external staffing. In 2007, the Commission extended the mandatory use of a national area of selection to include officer-level positions open to the public in all regions of Canada. Effective December 31, 2008, federal government organizations are required to use a national area of selection for all externally advertised appointment processes for full-time indeterminate and term appointments more than six months in duration. As of the fall of 2008, the national area of selection also applies to certain Federal Student Work Experience Program employment opportunities.

Partnership with immigrant-serving agencies was a key component in making the Immigrant Internship Pilot Program a success.

The Commission expects that this expansion will lead to a higher number of applications, including from visible minorities, of whom there are large concentrations in the Toronto, Vancouver and Montréal regions. Overall, the public service will gain from the diverse perspectives and approaches that contribute to better programs and stronger policy advice for the benefit of all Canadians. Find out more at http://www.psc-cfp.gc.ca/plcy-pltq/naos-zns/2008-b-fi-eng.htm.

In an effort to enhance the Department's capacity to manage and integrate a diverse work force, **Human Resources and Skills Development Canada** (Large-23,100) launched the Immigrant Internship Pilot Program.

Partnership with immigrant-serving agencies was a key component in making the Immigrant Internship Pilot Program a success. As a result, Human Resources and Skills Development Canada partnered with two immigrant-serving agencies in the National Capital Region—Local Associations Serving Immigrants (LASI) World Skills and Service Intégration Travail Outaouais—to advertise the internship opportunity and preselect eligible mid-career foreign-trained professional candidates on behalf of the Department.

The program was a success and enhancements are being made to strengthen it by allowing more interns to participate and expanding the scope to include regional offices. Another option to allow interns to complete a third placement in another participating government department will further expand the range of experience available to participants.

In June 2008, **Citizenship and Immigration Canada** (Large–4,400) launched the Young Newcomers Internship Program, an innovative program that offers new Canadian citizens and permanent residents the opportunity to gain Canadian work experience. Twelve individuals were chosen for internships at the Department after being selected from a pool of newcomers who came to Canada through the World University Services Canada's Student Refugee Program. All the interns graduated from a Canadian university with a bachelor's or master's degree and completed a four-month internship with the Department. Find out more at http://www.jasonkenney.com/EN/4961/90870.

Given the success of the pilot program, the Department is accepting a second group of newcomers in the summer of 2009. CIC will continue to build partnerships, such as the ones already established with the Canada Border Services Agency and Human Resources and Skills Development Canada, to demonstrate the importance of the program.

Twelve individuals were chosen for internships at Citizenship and Immigration Canada after being selected from a pool of newcomers who came to Canada through the World University Services Canada's Student Refugee Program.

8. RESEARCH AND DISSEMINATION

Sound research informs good public policy.

Federal institutions require up-to-date information in order to develop and implement policies and programs that respond to the changing needs of Canada's diverse society. This section includes examples of research and dissemination activities undertaken by federal institutions during the reporting period.

The **Canada Mortgage and Housing Corporation** (Large–2,000) made significant strides in 2008-2009 to increase the effectiveness of its outreach activities. Research identifying best practices among leading Canadian organizations involved in ethnocultural marketing provided the Corporation with a more detailed understanding of the target audiences, emerging trends with respect to ethnocultural marketing in Canada, promotional strategies, distribution and media channels, and partnership opportunities.

The research contributed to the development of the Canada Mortgage and Housing Corporation's *Ethno-Marketing Outreach Strategy*. The purpose of the Strategy is to improve the communication of housing information and service delivery to ethnocultural groups and newcomers to Canada.

Among other activities undertaken as part of the *Ethno-Marketing Outreach Strategy*, the Corporation launched a pilot advertising campaign targeting the Chinese and South Asian communities. Using a variety of media, the campaign was designed to position the Corporation as a trusted go-to resource to help new immigrants settle in Canada with information to support their home-buying and renting decisions.

Health Canada (Large–9,800) collects a wide range of statistical data on an ongoing basis, including data with multicultural components. During 2008-2009, the data were used in various studies exploring both the effectiveness and the safety in different circumstances of traditional medicines used by various ethnocultural groups in Canada.

The data were used in various studies exploring both the effectiveness and the safety in different circumstances of traditional medicines used by various ethnocultural groups in Canada.

Examples of studies undertaken or supported by Health Canada during the reporting year included:

- Supporting research on the potential safety and efficacy of botanicals used by the Cree of Eeyou Istchee of northern Quebec for the treatment of diabetes symptoms in relation to other therapeutic products. In addition, the Department supported twice-yearly team meetings where findings are shared, potential safety concerns are highlighted, and opportunities are provided to learn directly from Elders and healers;
- Determining the potential for traditional Chinese medicines to interact with, or enhance the efficacy of, other therapeutic products;
- Evaluating the potential for traditional medicines from Peru and Vietnam to interact with other therapeutic products; and
- Examining the effect of Nigella sativa (black seed) oil on drug metabolism to determine whether this Middle Eastern product will affect the safe use of other therapeutic products.

Find out more about Health Canada's initiatives regarding the licensing of natural health products at http://www.hc-sc.gc.ca/dhp-mps/prodnatur/applications/licen-prod/lnhpd-bdpsnh-eng.php.

The Institute of Human Development, Child and Youth Health of the **Canadian Institute of Health Research** (Small–450) launched the *Aboriginal Children's Survey*.

Conducted in partnership with the Institute of Aboriginal Peoples Health, the First Nations and the Inuit Health Branch of Health Canada, and the Public Health Agency of Canada, the survey provided an up-to-date picture of the early childhood development of Canada's First Nations, including North American Indian, Inuit and Métis children under the age of six.

The results of the survey will help to inform the development of future policies and programs related to early childhood development in First Nations communities. Find out more at http://www.statcan.gc.ca/aboriginal/acs/5801793-eng.htm.

During 2008-2009, **Citizenship and Immigration Canada** (Large–4,400) completed a comprehensive

set of census-based multidimensional custom data tables with a focus on key characteristics and the outcomes of immigrants living in Canadian metropolitan areas. The country of origin of immigrants is an important aspect of the data, and dimensions highlighting second-generation immigrants, visible minority status and countries where the highest educational degree was obtained were introduced for the first time in this regular series of custom tabulations.

The Department also continued to monitor the economic and labour market performance of immigrants using other data sources, particularly the latest update of the Longitudinal Immigration Database and the Labour Force Survey. This information enables governments and the public to know, in the timeliest manner, how well immigrants are performing in the labour market and how well the Canadian labour market utilizes the skills that immigrants bring.

A review of existing literature on immigrant settlement and integration was also started in 2008-2009. By distilling the latest research, the review will help identify recurrent themes and issues. It will also discuss factors that may either assist or hinder the settlement and integration process and will serve as a basis for developing indicators of immigrant integration in Canadian society. Other research activities include a focus on how levels of trust differ between immigrants and Canadian-born individuals and on the degree of association with various collective identities.

In March 2009, CIC and Human Resources and Skills Development Canada collaborated on a workshop presented at the Eleventh National Metropolis Conference in Calgary, Alberta, on measuring integration. Academics, service providers and governments have long recognized the need to measure the progress of integration. However, there has to this point been no agreed-upon set of indicators or benchmarks for doing so. The workshop brought together academics, practitioners and policy makers to discuss concepts and issues that relate to understanding which indicators matter most to the measurement of immigrant integration. This knowledge enables the Department to develop tools to better understand the immigrant experience and assess how policies and programs make a difference in settlement and integration outcomes.

The Rural Secretariat of **Agriculture and Agri-Food Canada** (Large–6,650) joined the governments of Alberta, Saskatchewan and Manitoba and CIC to produce a new report entitled *Improving Attraction and Retention of Rural Immigrants: Alberta, Saskatchewan and Manitoba*.

The report provides evidence-based information and analysis to help understand the dynamics at work in newcomers' choice of residence. It identifies a number of systemic barriers to immigration to rural areas, and the impact these barriers may have on different immigrant populations. The report also suggests ways in which governments can mitigate these barriers in order to encourage more newcomers to settle in rural communities. Find out more at http://www2.brandonu.ca/organizations/rdi/TFW/RDI_DiscussionPaper1.pdf.

FEDERAL INSTITUTIONS THAT PROVIDED A SUBMISSION

Agriculture and Agri-Food Canada
Atlantic Canada Opportunities Agency
Atlantic Pilotage Authority
Bank of Canada
Blue Water Bridge Canada
Business Development Bank of Canada
Canada Border Services Agency
Canada Council for the Arts
Canada Deposit Insurance Corporation
Canada Industrial Relations Board
Canada Mortgage and Housing Corporation
CPP Investment Board
Canada Post
Canada Revenue Agency
Canada School of Public Service
Canada Science and Technology Museum Corporation
Canadian Air Transport Security Authority
Canadian Centre for Occupational Health and Safety
Canadian Commercial Corporation
Canadian Cultural Property Export Review Board
Canadian Dairy Commission
Canadian Environmental Assessment Agency
Canadian Food Inspection Agency
Canadian Forces Grievance Board
Canadian Grain Commission
Canadian Heritage
Canadian Human Rights Commission
Canadian Human Rights Tribunal

Canadian Institutes of Health Research
Canadian Intergovernmental Conference Secretariat
Canadian International Development Agency
Canadian International Trade Tribunal
Canadian Museum of Civilization Corporation
Canadian Nuclear Safety Commission
Canadian Polar Commission
Canadian Race Relations Foundation
Canadian Radio-Television and Telecommunications Commission
Canadian Security Intelligence Service
Canadian Space Agency
Canadian Tourism Commission
Canadian Wheat Board
Cape Breton Development Corporation
CBC/Radio-Canada
Citizenship and Immigration Canada
Citizenship Commission
Commission for Public Complaints Against the RCMP
Correctional Service Canada
Courts Administrative Service
Defence Construction Canada
Department of Finance Canada
Department of Justice Canada
Department of National Defence and the Canadian Forces
Economic Development Agency of Canada for the Regions of Quebec
Elections Canada
Enterprise Cape Breton Corporation
Environment Canada
Export Development Canada
Farm Credit Canada
Financial Consumer Agency of Canada
Financial Transactions and Reports Analysis Centre of Canada
Fisheries and Oceans Canada
Foreign Affairs and International Trade Canada
Great Lakes Pilotage Authority

Health Canada
Human Resources and Skills Development Canada
Immigration and Refugee Board of Canada
Indian and Northern Affairs Canada
Industry Canada
International Development Research Centre
Laurentian Pilotage Authority
Library and Archives Canada
Military Police Complaints Commission
NAFTA Secretariat, Canadian Section
National Arts Centre
National Battlefields Commission
National Capital Commission
National Energy Board
National Farm Products Council
National Film Board of Canada
National Gallery of Canada/Museum of Contemporary Photography
National Parole Board
National Research Council of Canada
National Round Table on the Environment and the Economy
Natural Resources Canada
Natural Sciences and Engineering Research Council
Office of the Auditor General of Canada
Office of the Commissioner for Federal Judicial Affairs
Office of the Commissioner of Lobbying
Office of the Commissioner of Official Languages
Office of the Correctional Investigator
Office of the Federal Ombudsman for Victims of Crime
Office of the Procurement Ombudsman
Office of the Privacy Commissioner of Canada
Office of the Public Sector Integrity Commissioner
Office of the Superintendent of Financial Institutions Canada
Pacific Pilotage Authority
Parc Downsview Parks Inc.
Parks Canada Agency

Patented Medicine Prices Review Board
Privy Council Office
Public Safety Canada
Public Sector Pension Investment Board
Public Servants Disclosure Protection Tribunal Canada
Public Service Commission of Canada
Public Service Labour Relations Board
Public Service Staffing Tribunal
Public Works and Government Services Canada
RCMP External Review Committee
Registry of the Competition Tribunal
Royal Canadian Mounted Police
Social Sciences and Humanities Research Council
Statistics Canada
Status of Women Canada
Telefilm Canada
The Royal Canadian Mint
Transport Canada
Transportation Appeal Tribunal of Canada
Transportation Safety Board of Canada
Treasury Board of Canada Secretariat
Veterans Affairs Canada
VIA Rail Canada Inc
Western Economic Diversification Canada